

CPSA 26 Adult Survey Comments

Part II # 17 In talking to my counselor we both decided my goals. Several things have come up that my counselor has helped me deal with. She is a very good counselor and her women group is great!! Her caseload is too big they need another alcohol/drug counselor.

We need some good doctor in Safford Arizona all they think make alone with the sick.

In the past 15 months the Willcox Center went thru many changes in staff. This was bothersome. My needs were not met to my satisfaction. Many crises experienced were self handled and managed due to above-mentioned staff changes. Fortunately, I could manage it was painful, caused more anxiety currently, the counselor I have is ok since I'm not needy however, my concern is what will happen if I'm at risk again. I take no chances in my behavior. I live very safely, very discreet, mostly isolated. My physical health has deteriorated due to above I feel. I've been in treatment since 98.

(Client Name) is very happy when he goes to group he has a very good time with his friends I would like if they would show them some form of work so it would give them some courage and confidence. I am very grateful to your program Thank you.

I would like to say that I liked the treatment I was getting it helped me a lot.

The parking is not the best. I have been using your services about a year now and I have had 2 counselors because the leave, I'll be doing it again soon. I understand but having to get someone updated is a hassle. Why can't someone just stay with only one person why keep hiring people who will have to leave because they are married to military who will be transferred.

My son was threaten, prevented from leaving a room, in the name of "anger therapy" and was terrified by the experience. (Client Name) did this to him. I feel counselors have not had an effective, organized treatment plan that had any practical goals for bettering my life. I feel that over the year many sessions just go me stimulated into crying and fear and depression then ended when the time was up without trying to help me to relax and calm down. I need help now but am afraid SEABHS will only add to my problems.

Because the person receiving services is not living at home and I have not attended the med reviews I don't feel that I can accurately complete this form. However, I do feel that more than just periodic meds reviews are necessary in order to improve the explosive behaviors of this client.

I think the counselors seem to have their own problems and are not willing to consider my opinions as to cause and treatment of my situation. (Dr.Name), (RN Name), and receptionist are great

Front office personnel are inefficient do not relay messages. Seem unable to answer questions just don't know what to say lack information etc.. I need someone to talk to someone I can trust not available in this office Willcox

(Client Name) am really very proud of this program, it really helped me. It changed my life, I really appreciate everything SEABHS did for me. It helped me so much that now I feel that I don't need anymore help. I use no drugs now, I use no medication to control my depression or anxiety and ain't suicidal anymore so this program really did change my life thanks to all of you I feel normal again so normal that I'm going back to school thanks a lot

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Without the counseling and the medication I would not have made it this far.

I am court ordered to treatment and have to pay 25 per visit. Sometimes I don't work and can't pay the monthly 1 visit so they close my file after 1 month I have told them to please keep my file open because I will be working eventually and paying and going to counseling. They will be opening my file I hope.

I am very happy with my counselor. Ann has been very helpful in my situations. She had helped get through a lot. And my life has changed I am not suicidal no more because of the advises she has given me besides my counselor she has been a friend. I am real happy with this program. Because I live a good life the how it was before. All I can say is thanks

I feel that support group therapy should address specified issues. Why the people were using or drinking. Trauma issue sexual, physical, or the other abuse. Get to the root of the problem, not just the surface problem.

Situation improving due to going along at a pace or routine that is comfortable. I had several problems to deal with in a short span of time. A lot of paper work, climate, diet, some mild exercise medication adjustment, and counseling or discussions, socializing counseling, activities, and related to past occupations.

My counselor has helped me through major life changes. The staff at GGCC seems like family.

This program is helping me and it's going to take time to get better. Thank you a lot.

Not all of the treatment has been very good.

Didn't have much input or chance to form a treatment plan but treatment went o.k. Case manager never met for regular meeting but handled things when asked. Usually doctor seemed to fixate on a snap conclusion as to what the problem was, but then just continued treatment that was already in place, even though it really had not been too effective in the over six months prior to treatment there. Counselor was TERRIFIC! Great to work with and very, very insightful and helpful. ([Counselor Name] was counselor at Graham Co, SEABHS office.)

Psychiatrists need to relate more to patients other than how they have been feeling. They don't go into depth on the "casual" visits. Meds are prescribed through trial & error. Often enough, the medication is incorrect and the patient has to bear with. In crisis situations, appointments are still required and patients are told that if it becomes too severe "call a hot-line or check into a hospital." For the patient, it reflects as an uncaring environment.

Services are great, but it would help me to be able to receive printouts (copies) of excerpts, etc. from books, whatever, on Depression, to read at home, as I can't afford to buy books on such. And also suggestions and dates on groups to attend for Depression.

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I have been in this program for six years here in Sierra Vista at the Coronado Behavioral Health Care. They have been very helpful and patient with me considering my mental problems, which I have been dealing with for the past years of my life. They are there for me when I need them. Thank you.

I am sure this is not the response you want or need and my offering will be discarded, however, the past 30 years in and out of mental health, there's been a noticeable decline in services, (except of course, if you're a drunk or addict.) How about the mentally ill, chemical imbalances? All you want to do is drug us, so we can't complain. There seems not to be any quality people trained to know what to look for, nor how to be effective for the treatment. It's a shame. I realize the Federal Government has not funded for any thing other than drugs and alcohol, for what 15 years now, so why call your outfit a Mental Health service? Are not drug and alcohol addictions physical, if abstinence is observed, no mental addiction occurs. I feel like the number that I am! Case #!! There was by Gods grace, a knowledgeable, kind passionate woman who came into my life told me how to help myself, where to go to control my out of control moodswings. I have been here in this (service/treatment plan) SEABHS on and off 9 years, not once with the exception of one psychiatrist several years back, who sees to know anything about manic depression! And what about this survey? Wow, stuff like this sends me out there, as you can tell, I'm mentally ill not stupid!

In part two the answers with the X through them were incorrect because I thought this was about a doctor I recently started seeing for a physical problem.

The services I received saved my life I only wish it were funded enough so that more people living on a low income could receive these services. There are so many desperate people out there.

The appearance of this facility is some what depressing-stark white reception room is not good. I have no other counseling with which to compare the services; however, I would have liked something more aggressive. Thanks for the help.

I am pleased with the services provided by SEABHS.

I believe there is not enough communication going on, even though that is what therapy is all about. If there were another program I could get to, I would go! They don't hold onto staff very long, are inconsistent and many times the person answering the phone is rude. When leaving information, many times the counselor does not get the message. Navigating their phone system is a nightmare. Don't feel the "Agency" is dedicated to health, with how they treat us clients. The offices are uncomfortable and unsuited for therapeutic growth.

I truly enjoyed the women's group. I'm no longer on a case management, so I cannot afford treatment. Chris is a great counselor. Hats off to her!

Please keep up the good work.

I do strongly recommend this facility to anyone that feels that they really need help. The staff is great and takes time out for me; I am having problems accepting my mental state of mind and also my health in general. I am thankful for this staff and concern for me.

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I was thinking if there was any way that I or anyone else that wants, could be seen by someone on a daily bases to talk about any thing that is bothering me/them or if I/they have any problems.

I think closer communications between SEABHS and Primary Care Physicians would be very helpful for me.

I liked the staff at Puffs; they were kind and considerate. The only thing is, is that there needs to be more done about exercising daily. More projects or more meetings for all of us.

The staff in the Warren office have been extremely helpful, concerned, sensitive, about All of my treatment. I really do appreciate all of their help.

I feel comfortable in my treatment, and the staff doesn't seem to look upon my necessity for being there with anything other than professional regard and respect.

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By the time respite care was finally provided for my son it was no longer necessary. No screening was done of respite care workers to determine if they themselves were sufficiently emotionally stable to be entrusted with the care of a mentally ill child.

This survey does not apply to someone with Alzheimers.

I have a good counselor I also has been getting lots of help been learning a lot also I am getting to learn about behaving thank you.

Maybe you may open on Saturdays-group talk therapy

Thank you for all your help.

I really like the person I have my appointments with. I do not feel I am getting the treatment I need. I have never been seen at the time my appointment are set for, always 5 to 10 minutes late. I come because it helps me to get out of the house and visit a nice person. I do not feel as though there has been much, if any, improvement. To improve your program you should call the clients when their groups are cancelled so they don't waste a trip and ask your staff not discuss clients in front of other clients. I have not been affected by this. I have heard others complain about these things often.

Everyone has been very pleasant and very helpful. I am content, grateful and at ease with everyone I have come in contact with. Thank you all very, very much!

The doctors of CPSA led me a doctor at CODAC. My case manager has left so sometimes its hare to get my calls returned overall CODAC is friendly warm and polite.

I feel the psychiatrist need to focus on things that are more positive. Not keep asking ridiculous questions and also learn patient Dr. confidentiality when a patient calls regarding other patient not taking meds correctly with severe Bipolar. My trust was broken of chief Psycho Doctor.

Everything is fine

The staff and shrinks are good and helpful people. Feel need different medication to calm down and sleep so as to lay their at night with little wheels turning (with no synchronizers) does give me plenty of time for planning your imagination your best day couldn't what I came up with. Any plan that works they day is a good plan. Trust me.

Services need to be expanded to an east-side service outlet from my La Frontera Service Provider

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Client has no comments or suggestions at this time.

This is in regards to my son. He has gone through two therapists, with no new one planned. Two psychos and on third one right now. I have finally gotten someone's attention after he broke my foot and beat the shit out of sister's and mother. Thank you.

I am able to say no and stick to it. I am living by myself doing all I have uncovered during my therapy I am most pleased with my Dr. all the help I received at CODAC. I am done with therapy!

I have received wonderful care and treatment at Crandelet Behavioral Health. I love the staff. I only wish they received more money so there wasn't such a big turnover. My case manager has been really good but I have had a bunch of different ones. Please give them more money so they will stay. They deserve more.

(Client name) can not fill in the Questions. So I her husband did it for her. She has Dementia & Parkinson

It would have been more helpful if staff had some confidence in me as far as my condition goes. They didn't trust my explanation of my feelings and instead of helping, they were happy to pawn me off on a hospital ER or Urgent Care.

I think what helps me other than my medication is my therapist (Therapist name) I feel secure with her and talk to her about my feelings, confusions and frustration and know that she is listening to what I say.

I would benefit from a Christian counselor that could understand my faith issues.

Without CODAC I would be untreated

My treatment has been continuing required a number of treatment plans and goals. My therapist has handled this exceptionally well, even with my treatment plans being lost a number of times, no fault of hers (Name of therapist) is an excellent therapist.

I am very pleased with the services and when I had a complaint they were addressed properly. (Name of case manager) my case manager is more than pleasant and thoughtful to work with and (Name) who does my groups are wonderful leader of dual diagnosis group on Tuesdays 10-11:30 5th & Campbell.

My left ring finger has been injured for about 7 weeks now and you people are slow playing me on getting it fixed. This is very upsetting to me! All the doctors who have seen it say it needs to be fixed.

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No suggestions

I wish my doctor was available more than twice a week so I could get in to see her more than once every other month. I suppose that doesn't matter anymore since she's no longer with COPE. I don't expect to ever be fully cured. Especially since my interest in my illness changes quite frequently one minute I could care less, the next it's the most important thing in the world. If I could be more consistent then I think things would have a better chance of improving more markedly.

I have a problem I live on Sunset and Utah by Old Tucson and the COPE I am seen on is country club I don't drive because of medications so I am seen only every 3 months isn't there a COPE central that is closer to where I am at. They pay for my fare to the doctor Isn't there some other transportation for the Diable. Why I'm I sent clear across town. Don't make sense please give me a answer on this. The last time the cab came it was late so I couldn't get to my appointment so they had to re-schedule all my appointments I call to confirm the cab and it still late.

I finally found someone to help me. Someone who will listen and understand without putting me down I don't know what I'd have done without them. Sometimes my suicidal thoughts are never far away I try to recommend COPE to others I know thanks for being there.

The counselor (Counselor first name) is very kind and caring and dedicated to helping. Her clients it was my first experience in counseling that I liked the counselor.

I think everyone has helped my kids so much these pass 6 months

When I received your package it didn't have my apartment number please note that it is apt. 67

I am doing a little better since my brother passed away in March 23rd 2000

I really miss my regular therapist, I felt she understood me better. My new one fine but I am not totally conformable with her yet. New doctor is excellent no problems with him.

Driving 8 miles one way is not helpful to stress. Maybe an office in midtown or east side would become an option.

I have never been into substance abuse of any kind at any time. My mental illness originates with manic depression and a total nervous breakdown at 19 years of age. I have never had a drug or alcohol problem. My court order treatment did not involve prescription medication I have not taken any medication of any kind in many, many months I stopped occasional drinking years ago. It was sporadic and rare.

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I believe all the staff I've worked with is very concerned about my welfare. I strongly want to thank my case manager and my doctor.

After visiting my Dr. I found out I had a brain tumor and a tumor in my lung also cancer. I have been in the hospital since March 6th had tumor in brain removed receiving chemo for tumor in lung radiation for the brain tumor I have had to miss a few appointments but I was able to let them know what's going on.

I have a hard time getting in touch with the staff. No body picks up the phone.

There were many doctors who moved on to other companies. My doctor was over loaded with cases and it was very difficult to reschedule appointments. If you did reschedule the appointment, it was two months away.

They do take good care of us. They change our meds without notice or even if they are working. They give us cheap ones to save money. They make us wait for all services. They don't help us get food. They stink!

They can't seem to keep doctors.

Have no comments or suggestions

I only saw a counselor a couple of times before she left. Her replacement was not someone I could relate to. Met her once and never returned I was not offered any other options at the facility.

I'm absolutely comfortable and pleased with the staff at CODAC

My Counselor (Counselor name) has been extremely wonderful I could not have asked for anyone else other then her I admire her commitment to her clients I would have not been able to do it without her thanks.

To this point I have been very satisfied however, the recent personnel changes of both my caseworker and my Dr. have caused me considerable anxiety and confusion. As I am sure you are aware, it is extremely important that a trust and bond be formed between Dr. and patient and this takes time. I feel that it is a set back in my recovery. I would also like to voice concern regarding the Fry's Pharmacy lack of preparedness in handling so many prescriptions they seem to be uninformed over whelmed and even uncaring and unprofessional at times.

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I got involved with CPSA because I needed their evaluation to get a referral to Our Place Clubhouse. That was accomplished finally after 9 months of run around. But once the right people were involved I got to the Club once I got to see the psychiatrist he very much listened to my long history and was able to prescribe the right medication what a blessing my caseworker did do all the paperwork well with me but the reason I marked "disagree" is respect to the treatment plan is because I hardly use my casework. One complaint would be that I feel I need to seek outside weekly psycho therapy because I feel I cannot get it through CODAC therapists are to over worked and not trained to handle my DX. But I am grateful to be able to see the psychiatrist and have my medications from him paid for otherwise I could not afford them Thank you.

Reduce the workload for my case manager.

I truly enjoy (Dr. Name) and my nurse. They both have such wonderful compassion.

All the services have been good and helpful.

My father was murdered 4/99. On 4/00 I started having a lot of anxiety and panic attacks. I was having really bad thoughts and quit my job of eight years at a bank. I got really depressed and didn't know what was wrong with me. I tried to get help because I was scared. I am 35 and have never had any mental health problems before. I called CODAC; they sent me to SAMHC. I had a really, really hard time trying to see a doctor. Finally, the pharmacist there gave me medicine to calm me and to hold me over till my doctor's appointment, which was eight weeks later. Go figure. Thank God I made it through o.k. I'm still taking antidepressants and live every day for the next. But I sure hate to see someone else go through what I went through. I felt all alone, like nobody wanted to help me. When I finally saw the doctor he just talked to me for about ten minutes. I waited all that time, suffering, for a ten-minute visit. NOT GOOD. I still see the doctor for the same ten minutes, but oh well. I was hoping he would get to the bottom of what I was going through. But, he just wanted to know how the medicine was working. Sad huh?

I did not receive any services from COPE nor did I want any services. I was unjustly forced by court order to participate with COPE. COPE and the mental health care system was a destructive force in my life.

The only complaint I have is that the facility I go to is so far from my home.

Although I haven't been in treatment long, it does seem to be helping so far.

The over all services for my son, I feel, is poor. The psychiatrist appears closed-minded and does not truly listen to the problems and bases her decisions on what she believes not what I as the parent see daily.

CPSA 27 Adult Survey Comments

If it wouldn't be for this program I'd be dead, in prison, or in some kind of institution.

I really want to thank you for the help I have gotten. It has made all the difference in the world. I feel I can function again without the feelings of hopelessness I had.

I am very satisfied with most places I go. I'm trying to get back into counseling with COPE Community Outreach program for the Deaf. I was wondering if CPSA would still be paying for counseling? If not that's ok too. I'm really satisfied with you all helping me. If it weren't for you I would not be seeing anyone. I do need counseling bad too. Wish me luck!

The counseling/therapy I receive from the Adaptive Living Institute has literally helped me save my life. I am (and have been for the past year) learning how to live with the results of having been abused and neglected.

I was pretty much satisfied with my experience and think it helped me settle down in my life. I learned some life lessons I'm sure will improve my lifestyle in the future.

Trust means a lot other than my direct caseworker. I trust no one in my treatment. I really thank her, she is the only one who calls and checks on me.

Thank you. God bless you. Keep up the good work.

Being able to pay my bills has been my problem since I became disabled at work and was forced to quit and move. I don't have enough money to pay monthly bills, never mind anything I want. I don't want any more Christmas gifts if it will be taken out of my Social Security!

Thank you for the excellent program.

My needs are met and I have so much to be thankful for. I would like to be treated with respect, for others and myself.

In spite of changing medications and taking 4 to 5 times the number of pills he took in the past, he is not one bit better.

I'm happy with the treatment I have received from this facility. My doctor and staff have been very helpful. Thank you.

No comments.

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I would like to deal with more situations that happened in the past and team to change myself and become productive person. I believe it is my past experiences which are enabling me to be who I want to be in the future.

I have a hard time getting in touch with the staff. No body picks up the phone.

I am still having problems and I am going to continue to strive to get better and try to deal with my problems and everyday situations.

My problem is the treatment center won't let go. My treatment was only suppose to be for 1 year, it's past that now.

I am so happy this program is here for us. My Granddaughter and I both have challenges and we're working hard to overcome, but it's a long road. We would get nowhere without this program. Please continue so one day we can get well. If this program were to be discontinued I'm afraid all that has been accomplished would be in vein. Keep up the good work.

Unfortunately my age and health are detrimental to my ability to conduct my life and enjoy it as I would like to. Being financially (\$580 a month) broke all of the time doesn't help either! I'm grateful to the Mental Health Association for helping me. Bless all of you, and the caring people that make it possible. I don't know where I'd be without my medication. My depression is very depressing. (I think that is very amusing.)

The entire staff at La Frontera (NW) are wonderful! Everyone has treated me with dignity and respect. I truly feel I'm being helped there. I know I still have a long way to go, but I have confidence in my doctor, counselor, and case manager. (Case manager Name), especially, shows great insight with the problems that I'm having and she's helped me with a treatment plan I feel I can handle. My only suggestion for improvement might be that more frequent "intakes" and have a psychiatrist available more often. Getting treatment started takes too long.

I am able to talk about a lot of my fears about my illness with my caseworker; she is kind. All the other counselors and caseworkers and doctor treat me with respect. The groups are good but no one has suggested one on one therapy and I think I might need that. The doctor is very kind, interested but I am apprehensive due to his leaving LFC the end of May.

I like group. I don't like the time at 10:00 when we used to meet at 1:00. Group has been very good for me; it has helped me as a person and helped me bond with other people.

I did not plan my treatment plan nor have did I have any say in it the last time I was with my case manager. She is rude, never returns my calls, and so I am no longer associated with the services. I feel I deserve and need one on one sessions. I have tried for over a year to get sessions set up and it has never happened. I am off my medications and life is there.

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I would like to see more inpatient rehabs that focus on more mental help that except Title 19. The rehabs I have been to focus more on drug abuse. I've also been kicked out for being Title 19. It is really hard to deal with an illness if there's no place to go. This is extremely important to me.

I wish that COPE would make available support groups that would not be limited to 12 sessions and that a client be able to attend any group without limits.

If you can trace this back to me I would appreciate transferring to another facility.

I would say starting April 25, 2001 insane people like Gangs of True Brain of Ethan Kiehm and Gangs of Gangs there is no cure for their worried minds.

A woman who owns/runs a supposed supervised care/boarding house here in Tucson is a horrible lady. She is mentally and emotionally abusive to clients, as she was to me. Most clients there are considered mentally incompetent; I am not. I was a resident there for two months.

If the record by COPE contains incorrect terms (like hospitalization) can somebody from the staff strike that term or make some unoriginal remark? Why should from outside the record be disturbed through incorrect terms?

Thank you for providing special types of therapy for different needs. I am very happy with my counselor and my psychiatrist. Thank you COPE for your services.

I want to thank you for all of your time given to myself and to my wife. I have been with your services for five years now. Thank you for all of your help!

For me everything is great with my therapist and social worker. But, I have not received much therapy due to not enough Spanish-speaking therapists. I have waited for a year to get a Spanish-speaking therapist.

I am very happy the way things are. I have been treated with respect and kindness. I am sure if there were funds, there would be a center on the southeast side too. Thank you.

To whom it may concern, La Frontera Staff, could be more professional about teaching client's instead of blowing them off, clients and other people trying to find or get information that, I've witnessed personally. Also, they should inquire about whom they hire; like people that can handle different levels of stressful situations.

La Frontera helped me get through my depression and as long as I cooperated by keeping my appointments everything went smooth and I got what I needed. I have already recommended them to someone and I would do it again.

EXCEL Adult Survey Comments

I could not ask for better treatment thank you

Regarding van transportation, once, the nurse practitioner was running behind schedule so saw me late. During my visit, she received a call which I now know was a message that the van driver was waiting for me. The nurse pract continued talking to me for a while. Afterward, as I was making my appointment with the secretary, she told me the driver had told her he was leaving without me. The van was still waiting for me. Filled with clients from parial care. It was hot. The driver ignoied a question I asked him as I boarded. Now , excel has a form that clients must sign starting that we understand that a van will wait no more than five minutes for you, in a situation where either the arrival van or the staff is behind schedule and we will be late boarding the departure van, it seems unfair to penalize the client by alowing the van to leave them.

therapist is excellent, psyichiatrist, seems more for himself than me wants to talk too much about how a drain works and where chenicals are ddispensed and for what in stead of wanting to hear what I have do say. Mostly spent the time listening instead of being able to talk about me, how the needs make me feel elc. Its like going to class, he's teaching wrong. What help is that for me of anyone else who .

1. I have trouble keeping track of my meds. Because I have panic attacks. I carry it with me. Becaue I am concerned about burglary I carry it with me. My anxiety causes extreme thirty. I have have shaking hands and often spill liquids into purse. I have lost meds on occasion. I am not a junkie, when I have lost or soaked meds and reported to excel I have never ... a call or temporary meds, I have always had to go without or guy in mexico at considerable cost to me. 2. Some people never get will. Re:2. I have BA, MA 1 1/2 year doctoral program from UCLA, worked 5 yrs in mental health, so re:2 above, I'm right and you know it. Shut down San Carlos or replace the manager. Monitor it.

The trust they gave, I feel better and everthing
la coniarza que le dan y que se siente uno seguro gue todo ba estar megor.

I am very satisfied with the doctors and theraist of this clinic. Because when my husband needed help they gave it to him and he still get help

all services are very good
vo todos sus servicios son muy buenos

complaint, my worker x is never in the office I will call her and she never returns my call
queja, mi trabajadora nunca se encventra en la oficina, la llamo y nunoa me reglesa la uamada

one thousand thanks to dr. (Dr. name) beecause of him I am much better. He found the meds I needed to get out of my emotional problems. I give thanks for his patience and knowledge and his good advice.
Le doy mil gracias al doctor barrior porque per el estoy mucho mejor. El encovtio la medicincl que yo mecestalse para soli do mis problmos emocinalsa

EXCEL Adult Survey Comments

the people that don't know english are assigned english speaking doctors, so we can't express ourselves. The secretaries don't listen when we tell them we don't have meds, and its an emergncy they won't ask doctor

a las personas que no hablamos ingles nos tocan drs. En rur ingles no odomos expresarnos. Las secretaias no hacen caso cvando uno les dice que no tenenos medicina y que es u na emergencia que si le reguntein al doctor

sorry I did not understand some... what I do want to say is that I am umch better with the treatment thank you for helping me

perdon por no aber entendido algunas preguntas lo que si digo es que estoy mucho mejor cov mi tratamiento cracias por ayudorme

I have missed appointments but I have been better with my illness and meds. Thank to dr. (Dr. name) that sees me and gives me advice on how to live life now I can work and I couldn't work before because of my boby

mi comentario es me be faltado a mi cita pero si be mejorado poco a mi enfermedad con el medicamento y gracias al doctor lopez que me atendio y aconsejo como segvir mi vida natural solo que hoy he trabajado y antes no podia con mis mareos

I need you to call me at (Phone #) I need an appt

1. I am very happy with the treatment received by the staff and doctor

2. The meds has helped get better fast. Its really good to be able to count on this.

I am very happy because when I came to excel I was very desperate. I have felt support and relief to my depression

I am very happy with the service that the doctors gave me when I was sick. Thank you for the excellent service

estoy my conteuta con el seivicio que los doctores me dream wando yo estuve enferma muchas gracias por el excelente servioo

we are very happy with you . Thank you

estamos muy agradecidos con ustedes gracias

Since 1993 when I had my depression and tried to commit suicide, later I learned from a friend of the excel group. I went to ask for help I have lived much better. Thanks to god and excel.

Desde 1993 cuando tuve mi deprecion y que tydte de suicidarme, despues que se do excel por vu amigogy que fui a pedi y ayuda a excel e vivido mucho mejor.

I thank excel for the help they give me hope they keep helping me need . My problem. Is eskiso fremia I have to....medication my life thanks.

EXCEL Adult Survey Comments

I am very happy with the service and I feel much better
Estoy muy complacida con el tratamiento y me siento mucho mejor

if this help wasn't available I would be gone. This help is very necessary it's a support and confort to the hopeless. Like to the sick and their families, very satisfied.

I would feel better now. (Name). Dr. (Dr. name) and (Name) have helped me a lot. Now it's never to late to ask for help and preven at my age. I still feel embarrassed to talk about some stuff. My life has changed and is going to change for the better. My life has changed , I waited 6 years before asking for help. If asked for heled before I think

It's a very important program for all the community, because there is a lot of people with drug problems, or alcoholics. It's a program 100% benefical for everybody.

I feel better, mr. X makes you feel better and tries to help you with your problem. Make your have more confidence. I am very happy

my name is (Name). I am forever grateful to everyone who was involved in my treatment. Thank you so much for helping me and for others that you will help in the future. Specail thanks for X as well as the person who took over his clas excellent counselors.

I have been a patient for 3 years and do not have a pernonent doctor. I just now got a case manager last week. For someone with trust issues, a new doctor every few months is not helpful.

the doctor seen was excellent, the front desk employees were not understanding when their office made a scheduling error and were very uncooperative when rescheduling the appointment.

I am very thankfull for (Name) help. In trying to help me suceed in finding a job. I am beging to fel better abuot myself and also I would like to thank (Name) and (Name) from housing without their help my two sons and my self would be out in the streets . Thank you all the doctors and the nurse for all your suport and your help.

everybody conatced to this program is very professional in all aspects. I am completely safited.

I would like to see my threspist more often.. I realize she is busy, so I use her suggestions when crises come up and my medication and they help. Things are not as stressful as previously

It is really hard to get a hold of my my case manager

Partial care is a good day treatment activity and medication helps me

I would like to make arangements concerning an extra check per week . I pay my own taxes I even pay my mon's and Dan's motel tax exchange every year. I find I am eligible in your surveys. Rate 40.00 up to pre week.

EXCEL Adult Survey Comments

it seem I do for more for my RBHA than if does for me

I am very pleased with the promptness and professionalism excels transportation Dept. has. I do not have transportation to my appointments and I can always rely and I feel at ease that I will not be late to my doctor's appointments, my case worker has always helped me out a lot. She is brought me my meds from the pharmacy when I could not pick them up. She returns my calls whenever I call her. I am glad I have her to help me out. I have had to go to aly for housing and she has picked me up and taken me to those appointments. Over all I am very pleased with the services excel has offered me

I have never been turned down or away from any help I needed. My condition is understood my race does not seem to interfere with any of my services. It has in other places. I am especially happy about the unclear standing, sensitive, and wonderful staff at the Parker office that I have dealt with. My problems the one ongoing and the constant care of staff and their deep understanding helps me feel like a person again.

I need more time with case manager

I don't remember even discussing my treatment plan I would like to be able to talk to a doctor longer than just 10-15 minutes. It just get my meds refilled and I would like to get my ged.

I am very content with the services that I am receiving from excel

I like this services in the excel group and happy to

In 96&97 I was dealt with in the IPC group. But this time I have been sick a lot when you state your opinion and care corrected and told they or I am not here to deal with yours feelings or cares I may be wrong about the word. I don't know but my sickness I feel has made me feel bad at the times I thought I would of could feel better. Meals are very good

I receive a lot of empty promises or staff that are involved in my treatment do not follow through with my treatment plans. My treatment plans are often changed to accommodate the treatment team rather than the customers needs. I feel that the staff at excel should listen more closely to what the customer is going through than making plans solely on the treatment criteria.

I am very pleased with the help I am receiving from the doctors and staff at excel, thank you.

thanks for your help

how long will it take

services received through case worker/manager doctor and professional staff have been super

EXCEL Adult Survey Comments

sleep apnea treatment is making me feel better through my days. I happen to get better rest of night

my behavioral health plan is great. However my dental and eye care is terrible. A suggestion from me. Would be to take care of all health needs. Also your survey goes it is very confusing.

my son still hears the voices the medications seems to help some. I hope someday he will get better but until then, your help is very some helpful. Thank you.

I liked the stay but didn't like it

I was robbed 3 times and my case manager put me back on payee and I am very angry about this and this is why I disagree with a lot of these questions

the staff have been there for me all times. I really appreciate the things they do for me. Thank you very much. Keep up the good work.

I have improved 100% to the good thanks to partial care and the center teaching me how to live and better myself. Like the old addage you have come a long way.

I like the services but change doctors too often. I just get use to one doctor and then they change I feel like just having one doctor would be beneficial.

It would be nice if you put who this form is from, and you need to keep doctors year round in Yuma

As long as I take my medication I am fine.

Find more experience staff and organize your staff so no one is left .

Age 8 1/2 I was adopted by the (Name). My mom, (Name), promised me that her husband, (Name) would stop mentally physically and sexually abusing me and his own kids. Like once or twice with each. He didn't. Now , he is out of yuma. Why don't you do anything, because he is a pentecostal preacher?

I didn't continue because I couldn't understand the psychiatrist strong accent. I left worse after going to see .

I do need strong sleeping medication others need proper responsible help too. The stuff housing so much unproper education is much of the problem

I would like to know who is my case manager, since it seems to keep changing more often than . I am waiting to start therapy again, but my AHCCS has been cut off. Please don't close my case.

EXCEL Adult Survey Comments

I feel I not able to see a doctor enough. I was given a new doctor in the middle of the road. My doctor will not give me the medication I need to help me sleep. He is a asshole

I would like to thank the mental health agency where my son receives the treatment and services. His Dr. prescribed the right medication on the first Dr. Visit.

I feel that I have just begun

this program is a life saver to me. The constant doctor changes visits

It helps when one is progressing and the staff comments on his or her progress. I feel as if I am improving much better.

Dr. (Dr. Name) and Dr (Dr. Name) are very useful to me. I am satisfied with those services. Thanks so much

I feel much better I am very appreciative of the treatment I have received here in EXCEL

Dr. (Dr. Name) has had to intervene several times when I have had serious problem getting my meds, also when my appointments were canceled and I wasn't notified. I appreciate getting my meds at a low price. I worry that in the past 5 years I have had no medical tests to see if meds have done damage to my body / organs. There are so many different doctors seeing me that no one knows my mental health history. (Name), who used to be our nurse, abuses her authority, (Name) and (Name) and Dr. (Dr. Name) were great, they really wanted to help us and took personal interest in the patients, what happened to them? Dr. (Dr. Name) is a jerk. Dr. (Dr. Name) and his office want to help us and want Excel to provide good services to us. I am thankful to him

I don't feel like studying for my class, and I'm always fired on the job

excel offices are too far for appointments. Even though transportation is provided. I would much rather drive myself. I wish we could have another hispanic group. I really enjoyed those group sessions.

I am upset with the treatment that my wife has been receiving, setting appointments with her case manager and then (Name) does not show and does not call in to let my wife know that he would be a no show, so that she could catch her transportation home instead of, waiting one hour and a half for someone to call transportation to get her home. So in conclusion I am requesting, not demanding that another appointment be set with case manager and that transportation be arranged for both my wife and I for some time during the second week of May.

I am very pleased with the knowledge

EXCEL Adult Survey Comments

I think you have, left nothing out

I'm very pleased for the service I received thanks to excel group I can live a different life than before. I like my new life and I am experiencing different feeling about life. Thank you

I am a large man and there are no chairs in waiting room without arm's to sit in

I think excel is great

unless you have been there(state of mind)you can't really understand what is going on.

Dr. (Dr. Name), RN (Name), and (Name),case manager are wonderful.

you need more case managers, therapists and more people who can run classes. You need groups for all types of mental health disorders you only have one for depression. I am Bipolar and really could use one. You need to have the doctor not be fl by nights. They should be full time and all year around. You should try to keep all under one doctor so the doctor and the client can really get to know each other better.

the program did not help me get disability benefits from social security because the records show I am doing better

we should have more time with the psychiatrist. I appreciate the transportation they provide.

Dr. (Dr. Name) decided all by himself that my wife and myself was no longer able to manage our money. He did this without talking to me about the reasons why. He just saw that he was telling social security to change our payee. Will social security seem through him and we remained our payee, I fired him as my doctor, we came there because we wanted to not because of a court order, when Dr. (Dr. Name) leaves on they offer me a new doctor I will return, until then I will remain seeing another doctor. At a different location. I really like excel but one bad banana can ruin the bunch. Of course there is more to this than is stated above. How does one talk to someone about this problem. I really would like to work this out. Dr. (Dr. Name), and Dr. (Dr. Name) is the best doctors in your employment. I am sure you will find a way to answer my question.

Please make sure that people in medical records when subpoena for records inform the case mgr of said individual. I don't want anyone to go through what I have because of them send records that are confidential

If you have to cancel an appointment you should have the courtesy to call the person that needs to know his appointment has been changed

EXCEL Adult Survey Comments

the only problems I have had is getting my case manager to return phone calls, I usually had to keep calling until I got the manager instend of the voice mail

I was told I couldn't get my own apartment in April 26, 01 and the treament team at the Puff, befor I got put in a boarding care home said for me to do good for 10 months and I have been responcable and my gauding from cocopan is not a greeing with it she got some kind of grvge agaist me

(Name) has been the best thing that has happened in my life for a long time. She is very understanding and has helped me save my life, I don't know what I would do without her. I trust her very much and I feel she wants to really help me get my life back on track.

you are good to me and you help me a lots. The medicine is doeing good for me a lot

NARBHA Adult Survey Comments

GREATER GROUP VARIETY, IE MORE ADVANCED IN RECOVERY SKILLS. I AM TREATED WITH RESPECT! STAFF SO BUSY AND THANK YOU FOR YOUR CONCERN AND ASSISTANCE..

I WOULD LIKE TO SEE THE COUNSELORS BE ABLE TO HEAD UP A FEW GROUPS AGAIN GRATHER THAN LEAVING US ON OUR OWN

VVGC PROVIDES SOMETHING BUT THEY ARE UNDERSTAFFED, UNDERFUNDED, OVERWORKED, UNDEREDUCATED, AND UNDERSUPPORTED. LETS ALL FIGHT FOR BETTER MH CARE

I OFTEN WONDER WHICH INSECURITIES I SHOULD WORK ON THE MOST AND I ALSO DON'T KNOW WHO I SHOULD EXERCISE MY ASSERTIVENESS SKILLS ON.

I AM VERY HAPPY WITH THE SERVICES I HAVE RECEIVED

FOR ME THERE IS NOT PLACE TO GO ON WEEKENDS. THE CLINIC DID PROVIDE A PLACE BUT DISCONTINUED IT.

NEED MORE DOCTORS NEED MORE 1 TO 1 NEED MORE GROUPS

THE AREAS IN WHICH I ANSWERED NEUTRAL OR DISAGREE ARE SO DUE TO THE FACT THAT I NEED TO SEEK FURTHER COUNSLEING

THE CONFLICTS AND EMOTIONS I HAVE FELT ARE MORE STABILIZED

PLEASE FIND A WAY TO BRING OUR DROP IN CENTER TO COTTONWOOD

I APPRECIATE HAVING THIS SERVICE AVAILALBE TO ME AND MY FAMILY WHEN WE ARE IN CRISIS I DON'T KNOW WHAT I'D DO OTHERWISE. THANKS (Name)

I WOULD LIKE TO MORE SERVICES THROUGH NARBHA . YOU ALL CLAIM I MAKE TOO MUCH MONEY TO HAVE SERVICES. WOULD SOMEONE CALL ME? 520-639-1418

I NEED MORE CHOICES FOR SUPPORT GROUP. DR. (Name) SAYS I'VE GOT PROZAC BURNOUT AND WANTED TO LOWER MY MG. I CALLED BUT NEVER RECEIVED A CALL BACK

I AM VERY THANKFUL FOR THE VERDE VALLEY GC IN COTTONWOOD. THEY'VE HELPED ME THRU SOME HARD TIMES AND CONTINUE TO DO SO. THE WHOLE STAFF ARE KIND

THANKS TO DR (Name) I CAN KEEP MY EMOTIONAL STATE IN BALANCE W/ MY PHYSICAL WELL BEING. I DO SO APPRECIATE THE SERVICES.

THANKS FOR LETTING ME PARTICIPATE IN SERVICES

I AM VERY HAPPY WITH MY TREATMENT AND THE STAFF. MY MENTAL HEALTH HAS IMPROVED GREATLY

NARBHA Adult Survey Comments

(Name) HAS BEEN A LIFE SAVER TO ME. I AM VERY PLEASE WITH THE SERVICES

THE STAFF HAS BEEN VERY HELPFUL. I WISH THERE WERE A FACILITY IN THE MAYER-SPRING VALLEY-CORDES JCT. AREA. STAFF AT COTTONWOOD CLINIC ARE EXCELLENT.

FORMULARY IS OUT OF DATE. NARBHA SHOULD CONSIDER CHEAPER OPTIONS FOR PHARM. SUPPLY. MORE SUPPORT IS NEEDED TO HELP OBTAINING PUBLIC SERVICES.

I'M DISCOURAGED BECAUSE I'M NOT ABLE TO ATTEND GROUPS BECAUSE MY EX-GIRLFRIEND IS IN ALL OF THEM. I FEEL ALONE. UNDERSTANDING MY ILLNESS IN ISOLATIO

OH, AND FIX MR. (Name) LETTERHEAD TO REFLECT THE CORRECT SPELLING OF "CHIEF".

I WISH I COULD STILL GO THERE, EVEN AFTER I MOVED. I'M STILL IN THE SAME COUNTY.

THANKS FOR THE HELP. I WANT TO LIVE NOW.

I RECOMMED THE SERVICES HIGHLY!

I NEED A DENTIST AND NO ONE IN THE VV ACCEPTS MERCY HEALTH CARE

THANK YOU! IF IT WEREN'T FOR YOU I WOULDN'T HAVE MUCH TO BE THANKFUL FOR!

NEED MORE DOCTORS AND QUALIFIED COUNSELORS

I HAVE BEEN TRYING TO SEE MY DR SINCE JAN. FINALLY GOT AN APPT. IN APRIL THANK GOD I STILL HAD A COUNSELOR TO TALK TO.

MY THERAPIST AND CASE MANAGER ARE VERY GOOD AND HELPFUL. WISH I COULD SEE THE DR. IN PERSON SO NOT TO WORRY ABOUT SIDE EFFECTS OF MH MEDS WITH PHYS.

TAKES AT LEAST 3 MOS. TO SEE DR. CASE WORKERS TALK MORE ABOUT THEIR PERSONAL LIFE THAN MINE

PROGRAM HAS HELPED ME AND OTHERS. THANK YOU.

SOMETIMES FEEL LIKE MY COUNSELOR AND I SHOULD TRADE SEATS. PEOPLE IN THE OFFICE ARE RUDE AT TIMES.

BECAUSE I'M NOT A TXIX I CAN'T RECEIVE COUNSELING AND I'M SUPPOSED TO BE WORKING ON PROBLEMS? ITS NOT FAIR

DR. WAS LATE AND NEVER APOLOGIZED. PRESCRIBED MEDS WITHOUT DISCUSSING SIDE EFFECTS. HE DIDN'T TAKE TIME TO GET TO KNOW ME

NARBHA Adult Survey Comments

WE NEED A PERMANENT DR. TAKES FOREVER TO GET APPT. NEVER HAVING THE SAME DR. MAKES ME UNCOMFORTABLE.

EVERYONE HAS BEEN GOOD TO US. I LIKE IT HERE

THE MEDS PRESCRIBED FOR ME HAS HELPED!

REHAB HAS HELPED ME LIVE A BETTER AND MORE PRODUCTIVE LIFE. COUNSELORS AND SUPERVISORS WERE HELPFUL. THANKS!

WE HAVEN'T BEEN SEEN OR CONTACTED SINCE HER INITIAL VISIT ALTHOUGH SHE WAS EXCEPTED AS A PATIENT. WE ARE WORKING ON THIS NOW FOR MONTHS.

THE COST IS PRETTY HIGH, YOU REALLY SHOULDN'T HAVE TO PAY THAT MUCH FOR HELP.

I'M DOING BETTER WITH TREATMENT. THANKS!

EVERYONE IS REALLY NICE. I'M HOPING THAT ONE DAY I CAN GET BETTER ENOUGH SO I CAN HANDLE THINGS ON MY OWN. I'M TRYING TO LEARN HOW TO GET ON W/LIFE

LAKE HAVASU THERAPIST TOLD ME THAT NOTHING WAS WRONG WITH ME...ALL IN MY HEAD. DOESN'T MAKE PEOPLE WANT TO ASK FOR HELP!

THANKS TO IOP AND (Name) I'VE GOT 8 MOS. SOBER

MY THERAPIST HAS HELPED ME ALOT! I LOOK FORWARD TO TALKING WITH HER.

MMHC HAS HELPED ME A GREAT DEAL. (Name) AND DR. (Name) ARE GREAT!

I REALLY APPRECIATE THE HELP. I KNOW THAT I WOULDN'T BE FUNCTIONING AS WELL WITHOUT IT.

I WISH THERE WAS SOME WAY TO GET MEDS FILLED FASTER AND EASIER

I FEEL THE STAFF IS ON MY SIDE AND WANT TO HELP ME.

THANKS FOR ALL THE HELP I'VE RECEIVED. STARR IS FANTASTIC!

I'VE BEEN GETTING THROUGH LIFE A LITTLE EASIER. THANK YOU.

I DON'T UNDERSTAND WHY WE CANT SEE A MEDICAL DOCTOR THERE

THE SYSTEM HAS FAILED ME. LOCKING ME AWAY WITH DRASTIC CHANGES IN MEDS. NO ONE HAS HELPED ME APPLY FOR AHCCCS. FUTURE LOOKS DIM

NARBHA Adult Survey Comments

THANK YOU FOR EVERYTHING. I LOVE (Name) WHO WORKS ON THE CRISIS LINE. (Name) IS GREAT ALSO.

CONSIDERING ALL THE FUNDING PROBLEMS THESE PEOPLE DO A GOOD JOB!

I THINK THEY DO A FINE JOB. VERY SUPPORTIVE AND CARING

I USE NARBHA INSURANCE BECAUSE THEN I COULDN'T AFFORD THE MEDS. BUT I DON'T GET THE BEST BENEFITS THE PROGRAM OFFERS

I'M MAD AT THE SYSTEM FOR CHANGING MY DOC AND COUNSELOR WHEN I WAS DOING SO WELL WITH THEM.

MY TREATMENT PLAN IS VERY GOOD FOR ME.

HOLBROOK IS UNDERSTAFFED AND THE STRUCTURE IS DEPRESSING.

NOT ENOUGH DOCTORS TO ACCOMODATE THE HIGH NUMBER OF CLIENTS. THE WAIT TIME IS AS LONG AS 1 HOUR

I'VE BEEN IMPRESSED WITH THE SERVICES AND HAVE RECOMMENDED THEM TO OTHERS

TREATMENT PLANS AREN'T DONE ON A CONSISTENT BASIS. THERE AREN'T ENOUGH DOCTORS TO SEE THE HIGH NUMBER OF PATIENTS

I COULDN'T ASK FOR MORE...YOU ALL ARE DOING A GREAT JOB!

YOU AREN'T HELPING ME WHERE I NEED THE HELP

I AM DISPLEASED WITH THE SVCS I'VE RECEIVED. I'M ALSO DISPLEASED W/THE CHANGES IN MY HUSBAND. THE THERAPIST SHOULD BE EVALUATED. (Therapist Name)

I'M CURRENTLY BEING TREATED FOR PARKINSONS DISEASE WHICH HAS CAUSED ME TO BE TAKEN OFF PSYCH. MEDS. I MAY HAVE ANSWERED DIFF. IF I'D BEEN ON MEDS

I'VE COME TO TRUST THE STAFF, SOMETHING I HAVEN'T BEEN ABLE TO DO PREVIOUSLY. THANK YOU!

THIS PROGRAM HAS ALLOWED ME TO MEET OTHER PEOPLE TO RELATE TO. THIS COMBINED WITH GUIDANCE FROM COUNSELOR MAKE THINGS SMOOTH AND ENJOYABLE!

THE SVCS. AND STAFF HAVE BEEN VERY HELPFUL!

MY IDEAS AND FEELINGS ARE TAKEN SERIOUSLY AND TREATED WITH GREAT RESPECT. I'M GRATEFUL FOR DR. GIBSON AND COUNSELORS WHO HAVE BECOME MY FRIENDS.

NARBHA Adult Survey Comments

BECAUSE OF THERAPY I AM ABLE TO RECOGNIZE THAT I HAVE AN ILLNESS AND WHEN IT IS EASY TO HANDLE OR NOT. I KNOW I CAN TALK WHEN IT BECOMES UNCONTROLLAB

HAVEN'T HAD A DRINK SINCE NOV. '00. FEELING GOOD!

I'VE LOST RESPECT FOR MY SOCIAL WORKER FOR SEVERAL REASONS BUT MY DOCTOR IS GREAT.

STAFF HAVE BEEN VERY NICE AND ACCOMODATING. SERVICE IS JUST RIGHT FOR ME!

CBHS HAS BEEN GREAT TO ME. ITS HARD TO TALK TO ANYBODY. I TRUST THEM AND THAT'S HARD FOR ME TO DO!

I BELIEVE I HAVE ONE OF THE BEST PSYCH. THAT I HAVE EVER SEEN. MY COUNSELOR AND HIS ASST. ARE ALSO WONDERFUL. THEY'VE HELPED ME IMMENSELY.

I WAS NOT TOLD THAT I'D HAVE WITHDRAWLS FROM TAKING ELAVIL FOR TWO YEARS. THE PHARM. TOLD ME THEY SHOULD HAVE TOLD ME. I'M OKAY NOW. (Client Name).

THE ONLY THING THAT BOTHERS ME IS HAVING TO REMIND (Counselor Name) TO KEEP UP WITH HIS PAPERWORK.

I HAVE A GREAT COUNSELOR WHO WORKS WITH ME ON STRESS AND MY GOALS. I THANK GOD FOR HER.

(Counselor Name) IS THE BEST COUNSELOR THERE. SHE KNOWS HER STUFF! THE CRISIS LINE IS A JOKE THOUGH. THEY PUT ME ON HOLD AND AFTER 5 MIN. I HUNG UP.

I'VE FOUND THE SERVICE VERY HELPFUL AND AGREEABLE.

THE BUILDING HAS HORRIBLE CONFIDENTIALITY PROBLEMS. STAFF PATRONIZE PATIENTS. I WOULD LIKE AN EXPERIENCE INCEST RAPE/ABUSE COUNS. IN A CONFID. SETTI

(Counselor Name) IS AN EXCELLENT COUNSELOR. WOULD STRONGLY RECOMMEND HIS SERVICES TO OTHERS.

(Counselor Name) IS THE BEST COUNSELOR I'VE HAD. SHE'S PROFESSIONAL, NON JUDGEMENTAL, INFORMATIVE AND SUPPORTIVE.

I WAS LOOKING FOR HELP IN MY RELATIONSHIP WHICH WAS NEEDED BADLY. BUT SHE TOLD ME THEY DIDN'T OFFER THAT AND GO TO ANGER MGMT. NO HELP!

EVEN IN TIMES OF CRISIS, LONG WAITING OCCURS. INPT. SVCS. ARE DIFFICULT TO ACCESS. CONTINUITY OF TRMT IS HINDERED BY SEEING DIFF. STAFF EACH VISIT.

DISAPPOINTED W/STAFF. HAVEN'T SEEN A DR. IN PAST 8 MOS DUE TO APPT. PROB. THEY CHANGE DR./CASE MGR. CONSTANTLY. I'M SICK OF HEARING THEY MUST RESCHED

NARBHA Adult Survey Comments

I LIKE THE SVCS. I GET VERY MUCH. I LIKE MY NP (Name) REAL WELL.

MORE PAC AVAILABILITY IS NEEDED. MY HUSBAND NOW HAS A LEGAL RECORD BECAUSE PAC WAS TOO FULL. NEED MORE FOLLOW-UP AFTER MEDS ARE PRESCRIBED

DESPITE THE FUNDING I DO NOT UNDERSTAND WHY CERTAIN MEDS ARE TAKEN OFF OR AWAY FROM NARBHA. DOESN'T THIS DEFEAT THE PURPOSE?

MY DR SAID I HAD A SAY IN TRMT. OPTIONS BUT WHEN I CHOSE TO GO OFF MEDS FOR ALTERNATE OPTIONS HE REFUSED. EVEN WHEN PREG. HE STILL ENCOURAGED MEDS.

NEED BETTER ORGANIZATION. WAS GIVEN SOMETHING TO SIGN FOR AN ADDICT. I WAS THERE FOR ANXIETY. LUCKY I CAUGHT IT! PEOPLE ARE ALWAYS LATE.

UNDERSTAFFING IS A PROBLEM

I FEEL I NEED COUNSELING BUT TOLD IT WOULDN'T BE PAID FOR AND THAT THERE ARE MORE NEEDY PATIENTS. THIS DEPRESSES ME!

ONE OF MY COUNSELORS AT TGC WAS THE BEST, KNOWING WHAT SHE SEEMS TO HAVE BEEN THROUGH AND HOW SHE SUPPORTED ME HAS ENCOURAGED ME. THANK YOU!

SVCS. ARE A BIG DISAPPOINTMENT. DON'T FEEL COMFORTABLE. I'M NOT TAKEN SERIOUSLY. I CAN'T PROPERLY EXPRESS MYSELF W/OUT ENDING UP IN CRISIS CENTER.

HAD A TOOTHACHE AND COULDN'T GET IT PULLED. YOU JUST KEPT GIVING ME THE RUN AROUND!

TOOK FOREVER TO GET INITIAL APPT. W/CASEWORKER. WHEN PAPERWORK WAS FINALLY FINISHED NOT MUCH LEFT TO TALK ABOUT. SEEMED TO EAGER TO PRESCRIBE MEDS.

MY LIFE HAS DONE A FULL 180 SINCE TREATMENT AND WITH GOD'S HELP. GOD BLESS THIS AGENCY AS IT CONTINUES TO HELP OTHERS.

I THINK THEY SHOULD SEE THE PEOPLE MORE. IT'S HARD TO OPEN UP AFTER SO MANY WEEKS.

WE ALL KNOW YOU DON'T PLAN ON CHANGING ANYTHING...ESP. CONFIDENTIALITY. STAFF WAS IGNORANT AND OVERPOWERING. PAPER ISN'T LONG ENOUGH TO LIST PROBLEM

VERY DIFFICULT TO GET COUNSELING IF YOU'RE NOT IN CRISIS. CAN'T AFFORD ONE ON MY OWN.

LIFE SKILLS AND COPING CLASSES WOULD BE GREAT. AGENCY IS VERY MUCH NEEDED!

(Name) ST. RECEPTIONISTS COULD BE MORE SENSITIVE. PTS. SHOULD BE ABLE TO REACH DRS. OVER THE PHONE. DRS. SHOULD RETURN CALLS. PTS. CAN'T LEAVE MESSAG

NARBHA Adult Survey Comments

VERY SATISFIED WITH SERVICES

IOP IS GREAT. PERSON RESPONSIBLE FOR STABILIZATION IS VERY IMMATURE. I DON'T TRUST HIM AT ALL. NOT EXPERIENCED AND HAS MADE SOME BAD JUDGEMENT CALL

THANK YOU SO MUCH. DR (Dr. Name) HAS HELPED ME IMMENSELY

WHY CAN'T WE HAVE DENTAL SERVICES?

CASE MGR. MORE INTERESTED IN GETTING PAPERWORK THAN TALKING W/CLIENTS. DOESN'T SHOW FOR APPTS.

TOOK A LONG TIME TO GET APPT. BUT I'M NOW SATISFIED WITH TREATMENT! THANK YOU.

I WAS PLEASED THAT WHEN I COULDN'T TAKE MEDS THE STAFF STILL WORKED WITH ME.

SO MANY SVCS. HAVE BEEN CUT AND SOCIAL CONTACT HAS BEEN REDUCED. CLASSES ARE NO LONGER OFFERED TO HELP CLIENTS FIND A BETTER WAY TO LIVE ON THEIR OWN

WHEN WYGC LOST THEIR FUNDING THE SMI GROUP WAS TOTALLY CAST ASIDE. NOW WE HARDLY KNOW ONE ANOTHER AND MISS EACH OTHER!

OVERALL I'M SATISFIED. I'D LIKE TO SEE A DR. FOR THERAPY NOT JUST FOR MEDS

I RECIEVE GOOD SERVICE AT THIS AGENCY BUT I DON'T FEEL THEY HAVE STAFF TO SPEND ENOUGH TIME WITH WITH PATIENTS IN PSYCHIATRY AND SUPPORT IS NIL.

(Client Name) ISN'T GETTING THE EMERG. COUNSELING SHE NEEDS. SHE'S HAD A MAJOR SETBACK AND HAS BEEN WAITING 8 WEEKS.

IF THERE ARE GOING TO BE COED CD UNITS THEN PEOPLE SHOULDN'T BE KICKED OUT OF THEM FOR TALKING TO THE OPPOSITE SEX.

I'VE BEEN VERY SATISFIED W/CARE AT HILLSIDE. EVERYONE HAS BEEN EXTREMELY HELPFUL. I APPRECIATE IT!

THANK YOU FOR CONCERN WITH MYMENTAL HEALTH AND BEHAVIOR

PGBHA Adult Survey Comments

"MMC COULD HAVE USED MORE ACTIVITIES FOR PATIENTS,--TOO MUCH BOREDOM TIME,-- AND BETTER AVAILABILITY OF CIGARETTES FOR SMOKE BREAKS (OFTEN OUT OF HOUSE SMOKES)"

"I just want to say thank you all very much for PGBHA mental Health association AA Friends with hope In me AND thank You God very muct thank [respondent's initials]"

"I started in 1999 - My Husband had passed away with Cancer on Oct 29, 1999 I had three different councilors: [counselor's name] + 1st one can't remember?) [another counselor's name] I've not seen any of the councilors since before Dec. - I'd spoken to the last young woman ([another person's name] divorced with a small girl) in Oct or Nov. We were trying to set up a grief support group here + she attended a meeting but nothing ever happened for it to get started. A woman came from Saddlebrook (just out of Tucson) to bring us information. I spoke with the supervisor at the Behavioral Health Service in Kearny to see if shed be interested in a group session but she or noone have ever contacted me."

"I am doing very well. Am very grateful for the help Iv'e had. The Dr. is very atentive and concerned, he lisens."

"I WAS EXPECTING MY SURVEY, WOULD BE, IF, I NEEDED MORE MONEY (WHICH, I DO SUCH AS \$ 250.00 MORE IN CHECKS), EVERY MONTH! IT COME TO MY MAILBOX. I AM SICK-N-TIRED OF BEING BROKE. THIS SURVEY WAS DISAPPOINTMENT TO ME, CAUSE, IT WASN'T AS I EXPECTED. I NEED MORE MONEY-THANK YOU!!"

"I want to say Thank You to the Kearny, Copper Communities Resource + Development for a Job well done. They have been very careing and kind. They were there when I was at my worst. And I Thank my God for prayers answered. I have healed so much. Thank You"

"PROZAC IS WHAT HAS BEEN THE BEST TREATMENT FOR ME."

"I can tell who Loves + Cares for me. I know when something is wrong for me in my whole family."

"Would like to see more time with the Doctor and for them to Show that they really care. Not just push you in and right back out."

"I have always been treated with dignity, respect and courtesy at Rim Guidance. They are true professionals."

"THE HOSPITAL IS A 2 HOUR DRIVE FROM MY HOUSE. VERY INCONVIENEINT. TOO LONG A DRIVE WHEN YOUR UNDER MENTAL STRESS. A LONG WAY TO BE A WAY FROM FAMILY AND FRIENDS. THOUGH GOOD FAUCILITY."

PGBHA Adult Survey Comments

"Service was good to have available"

"Thank For changing my Life & saveing My Life."

"the services here are o.k. everyone is treated with respect. that's good that everyone is treated this way and every client respect's staff. and that sounds good."

"Need one closer than two county away 70 miles one way is to far!"

"This is a Very good program for the one's who are in need of Mental Health. Of course in my case I was never diagnosed as being Mentaley ill. They couldn't find no Mental problem, So had to discharge Me. It was the county that said I needed these Services So here I am. Nevertheless Keep up the good work. God Bless all of you. Sincerely [Respondent's signature]"

"I AM GRATFUL FOR THE HELP THAT I HAVE RECEIVED. THE ONLY PROBLEM I HAVE IS THE CONSTANT CHANGING OF CASE WORKERS. I JUST GET USED TO ONE THEN I GET A NEW ONE. I DON'T LIKE THE FACT THAT THE WORKER HAS TO BE IN THE DOCTOR'S OFFICE WITH ME. THERE ARE THINGS I WOULD LIKE TO KEEP BETWEEN THE DR. AND MY SELF, THAT I DON'T FEEL COMFORTABLE SHARING WITH A CASE WORKER. THANK YOU."

"SMC needs a centralized location instead of the various parts being scattered all over Apache Junction."

"I have questioned the fact that I am always asked to not date and sign a blank treatment plan that I never see again. I hate the side effects of my medication and no one listens to this so most of the time I skip them!"

"There should be a 'time out' facility closer to this area"

"I Thank you. And All The loving, caring people, and Staff members who Dedicate Their lives For This program. I Know and my Family Knows our live's will Never Be The Same again. Thank To you. I Have Not Touched or picked up Another Drink and Don't plan To ever. P.S. contacting The Abuser - Shortley After Treatment and maybe Invite Him/Her To A AA - or so on meeting, Asighn Them To A parter so They Have NO Excuses"

"PGBHA could pay his stanall medica mangent Headach. [Respondent's signature]"

"[Respondent's signature]"

"quiero Darlez Grasiarz por preocuparse por mi Gracias [Firma de respondedor]"
English translation: "I want to thank you for caring for me Thank you [Respondent's signature]"

PGBHA Adult Survey Comments

"I feel I could use more one on one attention w/someone who really cares about how deeply sad I am & give me more hope for a future. After being abandoned & ruined and being a perfectionist my life has come to a standstill - Cancer & family deaths and crisis have made it impossible to deal w/my own feelings. I have always been strong and the caretaker in my family. Everyone looks to me for help or guidance. Where do I go.... To you. What do I get - drugs - group and a few 'light talks'. I feel like I have opened up a can of worms and can't seem to rid myself of 'them' and find out why I allowed myself to be used and abused by someone who supposedly 'loved' me? For 17 yrs.?? Nuts! I should have killed the bastard so he couldn't hurt anyone else again. Now I'm left trying to 'empty out' the anger and save myself as well as my two sick parents who find themselves w/ a 52 year old daughter '-the one who was most likely to succeed?!' Pretty Pathetic! I wish I had a real Physcrist to empty with!"

"I am very happy with the treatment I have been getting. So I'm unable to come up with suggestions at this time. If I do I will let my doctor know. Thank You for everything."

"None"

"CARING, SEEMS TO BE UP MOST. I THANK THEM FOR THAT. THE FUTURE LOOKS A LOT BETTER. THANK YOU"

"the staff espically Judy are very good + supportive I have been helped"

"I Am an elderly Lady And rely on my daughter's Assistance The Staff and Dr. [Dr.'s name] have helped me Tremendously and I EXPress my heartfelt Thanks. for this Program."

"We have along way To Go!"

"EVERYONE is very helpful and kind!"

"Thank you for giving low income people access to psychiatric help and medications. Without organizations like yours, many people, including myself, would not have any quality of life to speak of."

"I FEEL THAT MORE OFTEN THAN NOT THE STAFF (THERAPIST, CRISIS, MEDICAL STAFF, AND CASE WORKER) THEY WERE THERE FOR ME WHEN NEEDED."

"Most of these questions were answered as a patient at Mountainside"

"THE PEOPLE AT THE FRONT DESK TAKE AND DELIVER MY PHONE MESSAGES BETTER."

PGBHA Adult Survey Comments

"If this kind of care was available for everyone, based solely upon need alone, rather than age or income, it would make a significant difference in drug, alcohol, & behavioral recidivism. It would have made a great difference in my life had it been available to me many years ago. I have counseled many people, adolescents & adults, with chemical dependency problems who were refused help, regardless of how great their need. I've watched them die or give up in despair for lack of such a program. Many of us, myself included, begged for help long before it became available. To paraphrase a wise philosopher, A system is only as good as the care it gives to the least of those in need."

"The group that I attend weekly has been very helpful and enjoyable"

"Keep sending surveys out - the same response - please stop sending surveys! Thank you,
[Respondent's signature]"

"Treatment plans are never discussed with me. I am just asked to sign. Frequently asked to sign blank plans. Our area clinic is not available after hours for crisis. If after 5 o'clock go ahead and pull the trigger. No one cares! Or you are put on a waiting list!!!"

"I have a very understanding therapist, She treats me with respect and appears to be concerned"

"I cannot say enough good about SMMHC and the staff. They saved my life and changed my life. They are the best, the staff, the doctors, the food, everything was the best; no complaints. Every city should have a place like this, using them as role models. They deserve the best and great recognition! Proud to sign, [Respondent's printed name and signature] A.J."

"I have good and bad days. There is always someone to talk to. If they know Im not doing so well they call and check on me it helps. The people there are super as far as I see."

"Often I get really nervous when I am waiting in the waiting room. It is uncomfortable to be in there. It makes my sessions harder to talk at."

"I am still working on a treatment plan"

"I enjoy my conversations w/ [name of person] - But, quite honestly, I have no future - My mind is no longer my own & I don't know how much longer I can take this life."

"S. M. M. H. Inc. needs a full time occupational therapist. Music therapy as well as outpatient physical education programs or workout rooms are needed to maintain creativity as well as physical fitness."

"THE SERVICES AT (PGBHA) HAS BEEN GREAT FOR MY MENTAL PROBLEMS I AM GREATFUL"

PGBHA Adult Survey Comments

"[Name of person] and Dr. [name of Dr.] are truly caring people. They Both really Help me."

"It is hard (impossible) to get the help I need. Lack of transportation (walk everywhere) - Very Serious problem for me! I want a counselor + can't get it. Need support + someone to talk over problems - Some staff is not qualified - Had some bad problems - affected the release of this person! Too bad I can't talk to you folks face to face"

"I would like to thank behavioral services and Pinal Gila behavioral health association for there help and support that they are still providing me"

"I know I still have problems, but I am better able to work them out now. I don't cry or eat all the time and I have learned to be stronger for myself, as well as my family. Please keep up the good hard work everyone has put into this program. Many more benefit from this program than just the few they are able to see. Thank you for helping me keep my head on straight. I am alive again and not just 'tredding water.'"

"My comment is that as a recovering alcoholic, drug addict, we need some time in order for us to clear our heads. Which I suggest that detox Before entering rehab."

"THE U. S. NAVY LABLED ME A PARANOID SCHIZOPHRENIC AND TOLD ME THERE IS NO CURE FOR MY CONDITION. THEY ALSO TOLD ME THE MEDICATION I RECEIVE FOR THIS CONDITION CAUSES AN INSIDIOUS FORM OF BRAIN DAMAGE. AT THAT TIME I WAS RECEIVING PROLIXIN + COGENTEN AS A MEDICATION."

"SYSTEM SHOULD BE IN PLACE TO ACTIVELY TRACK & INTERACT WITH INDIVIDUALS WHO NO LONGER RECEIVE SERVICES SIMPLY BECAUSE THEIR COURT ORDERED TREATMENT HAS EXPIRED, AND THAT INDIVIDUAL IS TOO ILL TO REALIZE HE STILL NEEDS MEDICATION & TREATMENT, COUNSELING (INDIVIDUAL) SHOULD BE AVAILABLE TO SMI PATIENTS ON A REGULAR BASIS. MY SON RECEIVES NONE."

"Addiction of any drugs or Being A Alcoholic; Being Intoxicated only leads my life to Endless goals; This program has helped my Recovery keeping Serenity with good health and to understand to cope with my disease. With out doctor visits; therapist and any counseling my life would not be in the right Good orderly....Directions.... Everyday I suffer from this disease along with depression's The group and having a counselor has shown me self respect; Self will some more program's would keep Serenity true like a Repeater program?! Repeater program helps with changes of life....Keep True to yourself... Thank You! Over God Grant us the Serenity to accept the ways of life; To find to courage to accept the ways I cannot change and the wisdom to understand the difference."

"Everyone has been very considerate + helpful - I appreciate + enjoy working with this fine team. A Parent"

PGBHA Adult Survey Comments

"I would like to take advantage of more services but because I have Champus - they don't pay for much"

"The staff at Human Health Services, Casa Grande, is especially nice and helpful."

"I have just started counseling so I have not seen to big a change yet but know I will"

"I don't even know what is on my service/treatment plan."

"The Staff has Been very Kind to me. I Still Like the way Rim Guidance was Run, before the company took over. I miss my counselor, [counselor's name]. She's the Best!! She helped me with pain management"

"Calls need to be Answered/Returned within 24 hrs. Staff need to be more (Aggressive?) Alert on suggesting treatment plans Staff needs to ask/Remind clients About side effects periodically Not All Questions About my illness have been Answerd. I have (Never!) Liked social situations. Treatment Plans need to be more comprehensive according to need."

"We need alcohol + drug detox facility in Payson."

"AS LONG AS I STAY ON MY MEDICATIONS I DO FINE"

"I was very happy that there was a place for me to go to. I would like to thank you and the staff for all the help I received. The staff really care about us they never pretended they were real people. Thank - you."

"I WOULD LIKE TO HAVE GROUP THERAPY ON A OUT PATIENT BASES, IF THEY ORGANIZED ONE I WOULD DEFFINITLY GO."

"I have been getting treatment since 1980-outpatient and in-patient once. I am thankful for the help that Bhaca has given me. I know they are there for me for whatever I may need. My life is easier because of the medicine and they're help."

"I was doing a lot better until my wife had a stroke + my daughter required surgery. I've had to put much time + effort into caring for them. My counselor, [counselor's name], has done the most for me. We don't see the psychiatrist nearly often enough. [Respondent's signature]"

"I haven't been to your program yet, because of a waiting list Now I really don't need the help I Asked for A long time ago."

"The change in STAFF did not allow any time long enough to form a bond with a conselor [illegible marking]"

PGBHA Adult Survey Comments

"([Dr.'s name] MD) seems not to have time to talk to you about your Problems, All he seems to be interested in is writing your perception out + tells see you in two months"

"They Don't page when won't pick me up."

"No comment"

"THANK YOU FOR YOUR HELP."

"The assistance and guidance I received from my mental health services, were instrumental in the well being I experience today. The support and care I have been exposed to and continue to receive, were the life line I needed to gain better control of myself. I cannot say enough, about how thankful and appreciative I have been."

"I don't Have any comments at this time."

"My previous counselor, [previous counselor's name], was very helpful. Working together, I was able to get through my mother's illness and death. But things will not be the same for my dad. The new one, [the new one's name], and I disagree on various items. So I will be seeing only Dr. [Dr.'s name] and other MD's in the future. Thank you."

"Need anger management session such as Gustalt (Rubber baton & Cusion to beat) this works wonders for safely and freely relieving anger and stress."

"My current therapist is well informed RE: my situation. Using Good tools to teach, keeps me well focused. Knows how to direct sessions, is extremely intuitive, allows his patient/client to do own work. Excellent source of emotional support. I am very comfortable with the therapuetic relationship, and am confident with all services I have received at the agency. You have a great staff at Horizon 222 Cottonwood Casa Grande. I have personally chosen to keep this agency a strong member of my support team, as their level of professional competance remains consistantly high."

"NEED MORE PARKING SPACE AT NEW LOCATION (DR [Dr.'s name])"

"DOCTOR [Dr.'s name] AND [another Dr.'s name] PRESCIBING ME RESPIRIDAL HAS HELPED ME CONTROL MY TEMPER AND CONTROL MY PROBLEMS, AND DEAL WITH LIFE A LITTLE EASIER I DON'T WORRY ABOUT THINGS AS MUCH AS I USED TOO. I TRY TO CONTROL MY PROBLEMS IN A DIFFERENT I THINK BEFORE I REACT"

"need more female counselors for adults need female counselors educated in eating disorders"

"[Name of person] is very good man and I think he help me totaly. thankyou."

PGBHA Adult Survey Comments

"I was satisfied with the services, that helped me out, with Some of my Problems but now its still kinda hard for me to get work + make money + to support my 2 children, but I am Proudly to say I do not drink or do drugs anymore"

"MY ILLNESS JUMPS AROUND [UP] AND [DOWN]. SMMHC IS A GOOD ORGANIZATION. BUT WHEN I FIRST WENT THERE FOR HELP IN OCT. 1999 THE NEW STAFF INFORMED ME THAT THE MONEY WAS FOR CHILDREN SEVICES AND THEY COULD NOT HELP ME, EVEN THOUGH I WAS VERY SUICIDAL AT THE TIME AND TOLD HER SO. THINGS WERE DIFFERENT WHEN I WENT BACK IN JULY 2000. THAT EMPLOYEE WAS NOT THERE. I WAS VERY WELL RECIEVED THEN WHICH HELPED ME NOT FEEL LIKE A LOSER DUE TO BEING ILL MENTALLY."

"NONE"

"I feel better just knowing I have help. Im able to be pease full in every thing I do + say. My Doc's are very help full."

"I appreciate the fact that there is such a facility available for the disadvantage"

"PGBHA has been a great help to me. I highly reccommend this program."

"They should have more psychiatrist on staff."

"I have answer this, for my son he doe not write or read. My son does not talk about nothing. His answer is I forgot.. He attends once a week at the Copper Communities Resource & Development, Inc. At 1116 Tilbury Dr. Kerany, A Z. 85237"

"As legal guardian of my daughter I realize clients have rights. I don't think her rights should completely overrule my wish to communicate with you people. Because of this policy, I have my daughter seeing a private Psychiatrist."

"My comment is I thank the Doctor for being a good listener and inlightment solutioner of careing and staff always's having beautiful smile and reminding about appointment with the right tone of voice reasureing they care with a beautiful spirit Thank you all. [Respondent drew smiley face]."

"My biggest problem now is that I can't afford meds, but don't qualify for subsidies - too much \$ income. Staff has always helped me w/samples, etc. - So far - but I don't want to risk losing my meds - it scares me. Thx."

"I am Truly happy with the work and effort of my outpatient counclsler [counselor's name]. He has Truly made a difference in my Life."

PGBHA Adult Survey Comments

"I have been pleased with the care my Son receives at Behavioral Health Services. Thanks"

"The treatment program is a good stepping stone. But a person has to do it for them self's, no treatment program in the world will help if you as a person dose not want that goal Thank you [Respondent's signature]"

"I feel that you need programs and support group dealing with eating disorders. Anger support groups, and more support groups for different problems."

"The only problem I have is I am not comfortable talking to different people. I feel very comfortable Talking to DR [Dr.'s name] and do NOT like it when they give me a different doctor. Not that The other Doctors are not Likeable, I Just feel that I am more comfortable with ONLY DR [Dr.'s name] and [another person's name]"

"Re: 'nuetral' are areas - just being resolved or situation is ongoing illness Re 'NA' - have not gotten to those steps as yet i.e work school."

"I got a lot more out of my treatment after I was transferred out of [name of person]'s group and put into [name of another person]'s group. At first I didn't think I was going to like him, but he turned out to be pretty cool."

"I thank you. for helping me. I don't know what might have happen; to me if you weren't around to help me. I'm very satisfied with the services, I thank God for your help. Thank You [illegible mark]"

"I do not Print I also Do not like filling out surveies. I fell they're a great wast of my time."

"glad to Have somWHERE to go When I Need Help."

"THE PEOPLE I SEE AT THE CENTER ARE VERY NICE AND HAVE MADE ME FEEL WELCOMED AND LET ME KNOW THEY CARE ABOUT MY PROBLEMS."

"The program i go to treats you like babies at time. Has us coloring Easter baskets. And coloring on construction paper. And then the next they are having us do research in the libray. And one wk. They have three outing in one 5 day period. And then who knows when we will go again. Sometimes the staff can't agreed on who is doing what. I know that for a fact. If it where not for the social part, i would not come. And they are going to have Easter egg hunt and color eggs also."

"My illness offers me no future, but the services offered to me allow my daily life to better. There are ways I could better myself, but the illness sometimes hinders me. The services keep me in line and give me a way of being normal, altho..."

"I am pleased with the service"

PGBHA Adult Survey Comments

"no comment"

"IF NOT FOR THIS CLINIC & TREATMENT PROGRAM I WOULD BE COMPLETELY LOST & WORTHLESS TO MYSELF & THOSE AROUND ME"

"I was very sick, when i frist came to your treatmeat. My problems and life it self was to much for me. But new I feil useful And my bad days, i know i have help."

"NONE"

"I do feel better mentally most of the time. Everyone is very helpful if I just talk to them."

"SOMETHING WAS MISSING AND I CAN'T PUT MY FINGER ON IT. THE PHYSICAL WAS EXPLAINED AND DISCUSSED THOROUGHLY, BUT WE NEEDED MORE OF THE PSYCOLOGICAL EXPLAINED MORE IN DEPTH."

"I go to my Dr. a lot but it not thought this promgarm. Dr. [Dr.'s name] at [phone number]"

"The only problem that I had with this agency was that I needed my medication one time and they said that I already had a RX. I had to go without my pills for 5 days. I may have well just gone off them totally."

"I am thankful that I am here at Casa Verde and not Jail or Prison. And I support on being (that we) are able to go places at Various times. Thankx."

"I am so grateful for the support I have received through SMI. Dr. [Dr.'s name] is caring, doesn't rush me, we work together on adjusting meds. Plus he has a wonderful sense of humor! The housing I have is very beautiful and so homey. I do wish more groups would be available for issues like boundaries, interpersonal relationships, assertiveness, emotional pain, & changing behaviors to more productive outcomes. *Part 4. Parking at SMI is dangerous and impossible - but I'm sure you are aware of it. Thank you for asking! And for all the hard work you do."

"I still fill I am taking the wrong medicine I feel [person's name] is harassing me telling me I am harrassing people I don't want to come anymore. I don't feel Like I am better"

"NONE"

"AS A PAYING CLIENT, I WOULD LIKE TO SEE MORE GROUPS & EDUCATIONAL CLASSES OFFERED. IT HAS HELPED MY MENTAL HEALTH BY COMING TO R.G. + SEEING A COUNSELOR + DR."

"It is impossible for me to afford weekly therapy + my very expensive meds. As I have no insurance."

PGBHA Adult Survey Comments

"I'm grateful for our daughter's Mental Health plan. I'm also grateful for doctor and counselor. Because of them life is better for all of us but most of all for our daughter."

"I feel that [person's name] should not be the directory"

"I just want to thank you and let you know how much I appreciate your help through your program."

"SINCE I HAVE BEEN GOING TO CONSELING WITH [person's name], HE HAS TAUGHT ME A LOT ABOUT HOW TO CONTROL MY ANXIETY ATTACKS. I HAVE LEARNED A LOT BY ATTENDING THE CONSELING MEETING ON THE DAYS THAT I WAS ASSIGNED. THANK YOU, [person's name], HORIZON HUMAN SERVICES."

"I would like for the staff to not leave so often. I just get use to them and feel comfortable talking with them and they leave."

"I feel good about the services I am recieving + quite grateful. Although when I needed this a few years ago, services were not available due to a waiting list + I had to check myself into charter hospital which was a nightmare the only good that came out of charter is it hooked me up with your services much sooner."

"Yes I would very much like to continue my treatment with Behaviorl Health but there are times I can't make my Appt's I feel I need more treatment because each day I'm upset or Kinda Angry so I would like to continue when I find time"

"I don't know where I would be today without this service. Regural Drs could not help me with my problems, a friend sent me to this service and they helped, listened + responed with treatment. I continue to see a Dr. on a regular basis + guidance + medication. I have recommeded them to other people + they have helped."

"I am happy with services"

"The staff is really great. The counselor that I am seeing is really great. She is really compassionate to my problems. I really appreciate her."

"The treatment has helped me alot."

"My daughter was Seen by Councelor at her school 1st visit to See Your Dr. [Dr.'s name] She is medicated (heavy duty) Adderall - Generic Name Methanphedmine Alos whil my daughter was in Foster Care - Before this visit to Your Dr. I noticed at my visit that my Daughter was withdrawn - I do NOT have ANY faith or confidence in This Psychiatryst's diagonosis of this child"

PGBHA Adult Survey Comments

"I hate using Walmart Pharmacy. Prescriptions have been lost 4 times in the last year. Never ready when you go to pick them up. Very rude people."

"To much meds. Not enough montiering meds. Not enough one on one with your Doctor or Thepaist. Lots of Groups, some centered around your [/] my mental illness, but I don't want the world to know my mental problems. They are and should be personal. My medical Dr. has a note about my mental problems and since my Thepaist sent it in to be put into my medical Files. I have not been taken seriously on my phsyical problems and my phsyical health has slowly declined. One med that I was put on by Rim Guidance caused me to gain 50 lb. I am in worst shape mentally and phsyically because of this. I can't take this med, because the only way I am going to Lose this weight is to stop taking the med. My Blood Pressure is at a crisis Level and out of control even with my B/P meds. It is hard to get in to see Dr. [Dr.'s name] because there is not one to take her place when she is ill and we need a permant Dr up here."

"i guess i need a little more coucil because going through a lot's of problem with my boy friend he needs to grow up some"

"My counselor [counselor's name] is awesome! He has such patience and hears everything I need to say. I'm a better person because of [counselor's name] and I have better control of my addiction and enjoying life sober. Thank you [counselor's name]."

"Schizophrenia is at the root of many religions science grasps the known. Proof. Sight. unseen slips out of grasp religion believes first evidences came later religion grasps the unseen God Psychotherapy is a science of health. Parallells religion. goes same place does not touch. I'm including books of Doctoral Thesis in Schizophrenia autobiographical I, [respondent's name], am psychotic. Study extensive essay if you will."

"Sorry I have No Comments at this time"

"I Belive you helped me lurn I cant change other but I can change my life so that why I can deal with others having a different way of looking at thing - thank you all!"

"30 days isn't long enough."

PGBHA Adult Survey Comments

"ON FRIDAY'S IN GROUP -- WE GO TO BREAKFAST. IT USED TO BE WE HAD A VARIETY AND CHOICE. BUT NOW - WITH - NEW STAFF MEMBERS, WE GO TO THE SAME PLACE EVERY WEEK- WHETHER I SAY SOMETHING OR NOT - + THE SMOKING ISSUE - I HAVE AZTHMA - AND - WE ALWAYS ALWAYS SIT IN SMOKING - WITH NEW GROUP - DIRECTOR - NOT A CHOICE ANY MORE LIKE WITH THE DIRECTOR OF THE PAST / AND - ANOTHER GROUP DIRECTOR IS - A LITTLE TO STERNE - & AGGRESSIVE / NEED A YOUTH GROUP, AGES 16 - 30 ISH I HAVE NOW FRIENDS OTHER WIZE, I WAS VERY SATISFIED WITH SERVICES BEFOR MY OLD - THERAPEST LENT, NOW I'M NOT AS SATISFIED - WITH MY NEW THERPIST - OR GROUP DIRECTOR - THE STAFF IS GREAT THOUGH!"

"I really like this place, most of the people are friendly. And the staff, to are really Nice people."

"More counselors are needed. Mine was so busy I could only schedule twice a month, sometimes 4 times."

"Carolynn is an assett to your group. I pray every day for having her counsel me. she is warm, easy to talk to and I was able to really get my feelings out without being afraid. Thank you"

"I would be please if the staff and this agency would meet my needs and service me in other service that I needs to be asst. to like refferal ect. They have never accomplish anything for me to get the help I need or in any needes. I am still having problems w/my boyfriends that has been my real problems. He has a ilines and I Have very hard time dealing w/his sickness. That is why I ask for this help because of my boyfriend. Cause I wanted out of dealing w/his problems and they never help just wanted me to take medication and don't have any problems just my boyfriend. Thank you"

"The treatment I had (Counseling) helped me alot. I have not drank for 8 months now that's the longest time I've been sober now. I'm happy with myself. 'family, work, surrounding areas'. I'm staying Sober Now...."

"I have not been told or given any information about my illness. Or in what to do in stress ful situations. The only person that has given helpful advice has been [person's name]."

"My life is going much better now than it was before I began treatment. I feel more stable and able to cope with every day problems. I am not sorry that I entered a treatment plan."

"COUNSELING SERVICES SHOULD BE DIRECTED MORE SPECICLY FOR EACH INDIVIDUAL; MORE TIME SHOULD BE SPENT WITH IND."

PGBHA Adult Survey Comments

"SSMMH has helped me set goal and accomplish them they have been patient with me and always willing to help [Person's name] is honest with me and encourages me to move forward and tells me when she thinks I am trying to move too fast. Dr. [Dr.'s name] Listens to me and Lets me contribute to my own treatment and makes me feel me as A Patient can help him treat me."

"Keeping the same doctor + same case manager help me in feeling I have secure + caring support"

"[Person's name] AND [another person's name] HAVE STATED THAT I AM EXTREMELY UNSTABLE AND INCAPABLE OF TAKING CARE OF MYSELF OR MY CHILDREN TO [another person's name] AT MENTAL HEALTH ADVOCATES AND HAVE RUINED MY CHANCES TO TRY TO GAIN CUSTODY OF MY CHILDREN, AS THEY CONTINUALLY MAKE EFFORTS TO MAKE ME LOOK UNCOMPLIANT WITH MY MEDICATION AND UNSTABLE WITH RELATIONSHIPS. THANK YOU. MY THERAPIST IS [another person's name], PROGRAM DIRECTOR, [another person's name], [another person's name], AND [another person's name] KNOW BETTER."

"Horizon is one of the best facilities along w/ Rim Guidance in Payson. Superstition Mtn. M. H. in Apache Jct. is the worst. They do not (the doctors) listen to the patients and try to 'fix things that aren't broken', such as changing someone's meds (after 4 yrs. of success on the meds) with medically drastic results."

"I need to be able to see eye care physicians for glasses and chiropractic and or physical therapy for my neck back and legs"

"I feel the length of time I went to Counseling, helped me to deal with the problems I had and to understand myself, also counseling to help me to understand substance abuse. And to keep my sobriety. I just know that Alcohol will damage your health and Take your life. So I have a second chance in life, And I'm going to keep my sobriety. And do the best that I can. Thanks to counseling, And to [person's name] I have No suggestions or comments, No complaints things were fine."

"Everyone has been kind to me."

"This Agency is doing a great job, in helping its community."

"THE PROGRAM I WENT THROUGH WAS HELPFUL I Liked the Services that I received here in San Carlos. 'Thank you very much'."

"I am Dealing with Depression & Compulsive Disorder and no body Gave me any Literature on these Disorders."

PGBHA Adult Survey Comments

"Most of the councilor's are O.K.. This Last year they've changed my councilor so many times. It's hard very to get use to talking to new ones.. My Husband's councilor [counselor's name], is very poor, and prejudice. My X - Husband is still an addict that's why he's an X - to bad he has. But some councilor's don't care, they award people anyway."

"I see Doctor every 8 weeks for meds. and progress"

"My first cousouler was paper work Happy. Finally I deliberately no-showed myself out. Later I got a new counselor whom I really felt comfortable with + he gave me hope that my personalities could eventually merge. Then the next few apts. He had To cancel + when I finally saw him he informed me he was leaving. I was devastated. I had faith that maybe he could of really helped me. He says a new counselor will contact me. Still waiting."

"April 21, 2001 The services i have been getting at SMMH has been on going for a number of years now, and is a very important part of my life because of the monthly & bi / monthly visits. It has been my main support system of which i feel fortunate to have obtained & to keep participating in. Thank you."

"I think they could do a better job. They don't call + check on me anymore. They didn't assign me a case manager."

"The help I received on my treatment were or was perfect. Thank you! for everything I live better on my daily matters of life."

"The first counsler I had I Liked very well, but he was not very consistent. The one I have Now is very much into using the 12 step program. I do not drink. I also believe in prayer, but if prayer would take care of things I wouldn't be seeing someone else. I also was told a long time ago Religion does not belong in counseling sessions."

"Que todos los Empleados de esta Clinica son muy amables y tratables con la gente, a cada uno de ellos les interesa su trabajo y le ponen mucha atención a cada cliente con los problemas que tienen con sus enfermedades y también en lo personal de su vida. GRACIAS"

English translation: "That all of this Clinic's employees are very friendly and sociable with the people, each one of them is interested in their work and they give a lot of attention to each client with their problems that they have with their illnesses and also in the personal [aspects] of life. THANK YOU"

"Your staff is not available full time, to get the trust needed."

"thank's"

PGBHA Adult Survey Comments

"Have more than one counselor on call at any given time or better yet have a hired counselor who is hired Just to be on call for crisis emergencies only. That way The everyday counselors won't be too tired on a workday or won't have to cancel or cut short appts. due to crisis emergencies."

"Rim Guidance and it's staff (both clerical and counseling) are a shining example of how people can help other people. I have never met with an "us and them" attitude from anyone here. There is a feeling of appreciation, equality and true caring here, and all of these things have enabled me to make tremendous strides in my recovery. I especially want to mention [person's name], whose qualitties both as a human being and a counselor are exemplary. She approaches her clients with great dignity, respect, and intuition. I feel she has truly helped me find my life."

"I'm not as obsessive, but I don't like feeling tired."

"enjoy Groups the most."

"THE crisis phone / no sympathy or help AT ALL. ILL CALL never again I'Ts SAD. If we didn't have to change COUNCLERS AND DOCTORS we could All do better"

ValueOptions Adult Survey Comments

I feel that I am just a number. Go in the psych-office; get asked if I have suicide thoughts given my meds or presc, and my whole 15 min are up.

I think JFSC are very helpful and provide very good services.
The only problem is that there is not sufficient parking.

I have not have given a service plan and although the staff seem willing to help me get all the services I may need, they don't seem to have the resources or support to do so.

Not enough time conseling patient. He has been incarcerated many months, recieves only one medication of the 4 types he was taking before incarceration.

Think (Client name) needs to be re-evaluated, unsure if he's ever been properly diagnsed or takes the medications. Office (Phone #) Home (Phone #)

Would like increased time to go to into more depth about feelings and problems.

Arizona services for mentally handicapped persons is an absolute abomination! Its one thing to voice concerns and entirely another to provide progressive services that can transform and enhance life.

I havent been is treatment yet, I've just done the initial paperworkand talked to somebody for maybe a half hour. Please consider breaking up the entry paperwork into several sessions, so patients can feel like they're to be helped instead of somebody on AHCECS. Some people really need help and it's hard to take that first step and go, and it's very difficult to spend your entire first session filling out forms. Thank You

Here in the jail these people most os the time don't take the inmates serious. When an Inmate ask for help they need help I really need help.

I live by myself I do have children and families, they do cause me stress and worry that I find hard to handle at times. I an beung treated fir deoressuin and U di see and feel an improvement. I think my med, needs strengthened a bit more and I plan on talking to the Dr. about this. In all I think the service I receive is super. I appreciate it! Thank You.

Case worker changed too many times. Psychiatrist changed too many times. Not enough time with psychiatrist during appointments 15 min too short had problems getting medication was allergic too the generic when patients became unruly the staff was safely away from them, but those of us in the waitingroom were left with them-instead of staff interceding and separating them from us and making us feel safe this happen several times. Making some other ppatients very stressed and anxious. Need to have better procedures for dealing with disturbing situations.

I like the staff as rather the people that work here they have been very usefull. Thank You: (Client name)

ValueOptions Adult Survey Comments

Dental plan with us pays, more consumer jobs in value options. Consumer employees at each suite to greets meet consumers. More information on socials and self help groups. So on drop in center is a great opportunity for a lot of different members. Thruh I am working there right now, I'll still go there.

I like my doctor and caseworker they always get back with me when I need help everyone very kind to me when I go there. Thank You (Client name)

I have been frequently assigned to new counselors, I never am notified of this, I never know how my counselor is as I never get to meet him or her.

I thank each and every one staffs who supported me to better myself and be an independent individual. Each staff at camcare/ABS worked hard and accomplished results. Thank You ABS 'staff.

Thank You for all of your support and meeting my needs.

You keep changing easy workers on me, doctor doesn't show up for appts, between case workers I'm in limbo, need responsible health care. Help! (Client Phone #)

May I thank You all. Knowing you are mentally ill is heart rendering; yet, with knowledge and caring people, I have a desire to understand and progress a little daily.

Please look into free transportation for us that are not physically or mentally able to use the city bus

Additional therapy counseling have improved my recovery; none was offered, yet it was needed

Just that the PR, need to stay the same instead of always moving on.

They are great, I wouldn't change a thing. Thank You CLPC

In beginning of this form, I didn't realize who I was answering for, but really, after using Value Options I felt I've improved any, have a positive outlook now. Most staff were extremely helpful and sympathetic to our needs and I even got to a farther clinic just because this particular staff are truly caring and treat us as if we are (each one of us) are special and the only one.

Although only substance abuse treatment was offered me, I did not take advantage of the offer as I am not using drugs or alcohol and haven't done so for 8 years. I do not need treatment (counseling) if I do not use.

Having some marital problems with spouse can be stressful at times but trying very hard to work it out.

ValueOptions Adult Survey Comments

Is he real honest with you, the treatment part was great- as for getting good counseling and a good counselor I would have to disagree. Strongly disagree and to this day I still believe I need counseling for live had so many in the past few years that I can't even remember all of these names. Thank You

When I have tired to seek services, I have been "blown off" by the staff. They do not take me seriously. I have extreme anxiety and depression. I hear things that aren't really there all the time. The staff blames my problems on drugs/alcohol, but I have not used anything for nearly 4 months and my anxiety, depression, and hallucinations only continue to get worse. I need help but am constantly being turned away.

I's a outpatient at Larkspur Medical Services methadone program I do see a counselors I'm not using any other drugs except for the methadone so a lot of this survey doesn't apply Larkpur has been very helpful in my life.

I have gotten no help at any time and am in desperate need of services. I have felt I am near death at times. I have no money, no medical care, no diagnosis. I am very depressed and can find no help.
(Client name, address and phone#)

From value options I receive my pills I believe they keep me alive, to make me well I need psychotherapy. Which is not being offered.

Keep appointments you make! Take blame for things you do. Don't blame us.

I received good help. I have some side effot from my pills. But I talk to the Dr. about it. I guess I will have to live with it. Thank You for your help.

I am pleased with any psychoterapist. This year her name is (Name) as at further faith. We are making good progress I am also please they have been very professional as well. I am also pleased with (Name) at Value Options he is my social worker he was ery helpful getting me counseling with (Name) at Phoenix counseling services. Thank You

I did not choose this one voluntarily. I was taken from the court system by the state of Arizona and was put under the juristiction of the psyhiatric security review board (PSRB) and have been cruely treated by 15 conditions fo daily living and taken by the state twice to the Arizona state hospital. I have since lost all things valuable & which has caused great damage to me personally and physically and to current state of physical health form wich I am recovering through the grace god, alone.

I am sorry that I didn't send this sooner. I don't know what I would do if I could not receive my case worker's (Name) help me many times. Also without the medicine that I am able to get through the help I receive.

COMMENTS ENCLOSED P.S Please excuse my spelling & puntuation as I have some learning dissabilities and did not have time to go over it for correction and meet the dead line. Please consider what I have to say.

ValueOptions Adult Survey Comments

I like both my case worker, (Name) and my Dr. (Name). They are helpful, kind, and considerate when I have a problem, and supportive when I need support. I feel as though they really care about helping me deal with my concerns.

Unable to talk to a doctor when needed. Also no return calls from Dr./Case Manager.

The staff has been available by phone to solve problems.

My doctor (Name) has done really good things for me, he has correctly diagnosed my problem and I'm on the right meds, Value Options are really good.

I feel that if a person is in their negative mind, and they want or feel shock is needed, to receive it.

1. In a crisis situation had to cry and talk lovely, write letters or call 911 to get the doctor to see me a severe crisis I was having very, very severe.
2. Caseworker have only helped me in meds, mix-ups. They are going and don't seem to know much about relating to a patient with manic relation.
3. I'd like to see an actual 1 hour exercise program at least 3x wk for physical fitness.
4. I for one am not alone a lot there are no groups to attend. Socializing is a major problem for clients at your place, I don't know answers but this is a concern of mine.
5. Charter host closed and I used to attend a group there.
6. Maybe a suggestion would be to have flyers at your clinic where to go on the west side for these matters.

The only thing, bad about this, it's that we seem to change doctors often barely get to know the person. When someone comes new. And have to start all over again, makes me feel sad when changing doctor all over. All the doctors I've had, have been great to me.

I feel the only time I see my case manager is when I need to fill out forms.

I like my doctor (Name). I am treated well when ever I have appointments. I am happy with the services I receive. But don't think I can live without my medicine without breaking down. I get my sleep and that is what I need.

My new psychiatrist is very nice Dr.(Name), my case manager is (Name), My advocate is (Name), Right now I am in the Devereux Program and triple R the Phoenix Club House, Thank You very much for all of your help, (Client name).

I have been very satisfied in general with my services received. I also have a great case manager (Name) and I think this is very important.

I am thankful I have a team at Value Options have helped me when I needed your help. Thanks.

ValueOptions Adult Survey Comments

I think the case manager should mail me information on program, that can help with furniture, free programs for maybe house hold items.

I have only been on valueoptions since sep/00 I have changed case managers because the 1st one didn't return my calls a lot of times and I didn't do things she said she would do. When I call my new case manager most of the time she is not there or she's busy. I still don't understand how bring on Value Options is suppose to help me. The only thing that's been going to counseling. The case manager made up my treatment plan and showed to me and they don't even do everything on there is says. The only reason I would recommend somedody to Value Options is because when you poor you don't really have another choices.

I am not aware of my service treatment plan from comcare/Value Options.

I would like to vocational rehabilitation help me find a good job, and not too take so long, and be a lot of help finding permanent work.

The employees front desk suck not helpful. Unprofessional

Staff never returns my calls. I feel they don't really care about me or my treatment; I am only a file or case # not a person. I see no Improvement with my case/treatment. More than half the time my chart is missing. (they can find it)

Changes has been an exceptional case manager

I was told by my doctor that I would receive three services that have not been rendered to me. A parent education visiting, for the difficulty in dealing with my childs disipline. And B Jewish Family Services for family counseling.

Your program has saved my life and the groups in Mesa are great. Its just hard to adjust to new case workers, nurses, Drs. They are all very good.

I have received wonderful care and attention at comcare and Value Options.

I have a problem with suicide I am dealing a lot better with it my psychiatrist is very good I am feeling for the GA till I can get SSI I'm my best to stay alive ABS helps me so much. Thank you for you concern. (Client name)

Every case worker I've had in the last 4 years. Has been very too fairly unreliablein returning phone calls, keeping personal appts. And doing things they were supposed to do at their location concerning required paperwork that also requires my signature and input. Example: asking me to come in 1 week to several weeks after being there for an appt. When I could've parrticipated in what they needed from me while they were supposed to. I've beent pretty disappointed in my case workers in the last 4 years. I go to the location at Baseline & Alma School in Mesa for the last 6 years or so.

ValueOptions Adult Survey Comments

System of service opportunities needs improvement. No Hazeing

This company is making millions of dollars. You should use some of it to pay good case managers a decent salary and encourage them to stay. It's ludicrous the way you go through them. I call them "the case manager Du Jour" some I've never met. Many do nothing that they promise to. A few.. I start to feel comfortable with, maybe think I can trust.. And the next moment they're left the company. For the 1st time in my life I have real abandonment issues! I feel there's no one I can really turn to for help in that capacity. You make it very difficult and time consuming to change a simple appointment, now that some of you are finally able to get counselling, you don't really want to make the investment to help us get well. You want to put a temporary bandaid on a gaping open, bloody wound and get us out of there so not too much money is wasted. Sometimes it takes more. Thank You for the stamp envelope!! It helps more than you know! Little things mean a lot! Nurse (Name) is the best thing about your company!! Hiring Dr. (Name) is the best move you ever made! Though I do get some good help from a couple people, dealing with this company on the whole is very stressful. Sorry, but it's time. Unless things have changed, your crisis line people belong in a different line of work now I just cry, wail, feel hopeless alone rather than call because I feel worse after trying to talk to them. You should at least train them on what to do/say and not to do. They should at least pretend to care and pay attention and don't eat while on a call.

I like where I live and I'll try harder to do what's right and wrong with where I live.

I wish there were more groups, so I can have friends and a girlfriend.

What is your definition of a crisis? Surely it is different than many of us who have no choice but to use your services. While many of you are doing a great job after the great battle to obtain services from your agency, it is still like a trip through a fast food drive-thru window with a long wait. Your crisis line people only deal with suicide or police issues. There are many different crisis situations I have been brushed off by a snobby counselor on the line. Your doctors are extremely overworked and careless, case managers are not apparently trained in case management. It is much more than paper and computer-work. You must have a familiar relationship with your clients. Lighten their case loads. They are still running ragged. The world of Value Options, overall seems to be time and money. Mental illness can not be successfully treated in a beat the clock cost-cutting mentality from your provider. The good news is Value Options in my opinion, is moving in the right direction. Keep going!

I would like to be talked to not at, and with someone who is caring

If the case manager has to do a treatment plan he or she should plan it the same time that the client sees his or her psychiatrist if possible. Thank You (Client name)

Meds and counseling have denied the deep depression I had previously experienced. Nonetheless I still have no ego. Candidly can say I don't like myself. I used to be responsible dependable and made 50,000 per year! I'm now on SSD and live on 12,000 per year. My god this is tough!

ValueOptions Adult Survey Comments

If an appointment has to be changed by the clinic they should call and let the patients know, not wait till they come for appointment.

Dr. (Name) and case manager (Name) are very knowledgeable and my illness recommend the proper treatment before things get out of hand.

I need psychiatric counseling to help deal with my dissociative personality disorder among other things.

Presently we are quietly pleased with my case manager and doctor. We did however have a real problem seeing a doctor at an unbelievable time. Something needs to be done for times of crisis to make it easier to see a doctor. We would also like more info and support groups etc.

Exercise program would be great even if it is just stretching.

It can still be hard to get a hold of case mgr. On the phone or get them to return calls. Doctors don't talk about side effects of drugs or what to watch for as much as I would want.

I've been treated wonderful here; I love the people at Value Options, Dr. (Name) is my angel.

My son is living with me age 38 recently put on SSP depression: Understanding his odd and unstable behavior has been hard. My case mgr has tried to get in touch with his caseworker I have talked with her but unless he is willing to come to her/she won't go to him and of course he doesn't think he is the problem. Now I know why "crazy people" get killed no one listen to the persons closest to them asking for help.

I have no criticism whatsoever about anything.

I am highly susceptible to my roommate for living with his high blood pressure and diabetes II.

My doctor C/M staff are friendly and helpful Thank you for your help

I have received excellent care since I have been seeing (Name) and (Name). It's the best team (Name #1, Name #2 and Name #3) since I have been a patient there, which is over 10 years. They are sensitive to my needs, concerned about me and always very helpful.

It has been better since I have had the same doctor and nurse instead of changing doctors so often.

I allow my son to fill this form in because he was the who had the treatment. However I agree with him. Our experience was not good. He is better off on his own. We have problems with this, but not as many as we had there. Mother Guardian (Name)

I still need help still think of suicide sometime. I want my life back. I need to be on some kind of medication. So please help me.

ValueOptions Adult Survey Comments

I am best satisfy, but it would be ???? If the group ???? I'm ???? With ?? 6 to 7 ??? Or 12 or 13

The services I received couldn't be any better completely satisfied.

Receiving services from the D.B.C has been very helpful for my son, because he is also severely learning disabled and has difficult communicating with others.

Parking is difficult at this location. I would like a location closer to my home in Scottsdale.

I want to change my family, or grandparents, because I have obsession with my grandfathers baloness and grandmothers height or tallness, because she is taller than my grandfather.

The staff was good, the doctor was good also, but the location was 30 miles or more from my home or a round trip, you have an office on Thomas and 65th St, which would have been closer. Thank You.

I like going there, my therapist is very good. I just wish Arizona had better coverage for people with mental health issues.

I think he needs a worker that believes he ahs a problem and knows the way to go about treating him. To be able to understand the way he thinks and what he is doing at age 16. To think about the future, and that there is a lord!! Sincerely, (father name)

Just wish they could control mood swings.

Please have the intake person and all the patient when the patient leaves a message. I call 6 times to get an intake and I left messages to call me. She called me back 2 weeks later and left a message the intake had called I had to fo to intake a Value Options hot line finally get an appointment.

I don't feel that anything has been any different once in me. I'm still just as sick or sicker than the frist day I reached out for help. Except now I wish I had never gone for help because things are worse and everything has been turned a round and is being used against me. Now I just want every one out of my life so I can quit being made to fill lower than a dog for asking for help.

HEALTH SERVICES ARE GOOD. Doctors were fabulous and did the nessesary things to help. I like my doctor he did what was nessesary to help me. I want to recommend something to your facility.

What I don't understand is why I couldn't have a case worked that was more involved with my case like I did when fatima was here, she was more involved with my case, she would call me if I didn't contact her. I need some one that is more like her I don't say their hasn't been any one, but there are some that don't even call back when you call the case worker.

ValueOptions Adult Survey Comments

Since project arts in the past I hope there could be something similar to it. I was in that a long time and I enjoyed it. Heatherfrau clinic is a distance to downtown and I live downtown. It seems to me that there should be a ? To PHOENIX downtown location, but I like the area that healthcare is in also. I appreciate and respect the Heatherbral clinic quite much.(Client name)

There are too many changes with Drs. And staff

You have made a difference in my life

They cancel to many of my apts and give me my apts at time 5:00 fri 13 etc. during traffic hours.

The transpotation provided is very nonsatisfactory. They are unresponsive and unreliable. Please address this concern! Thanks.

I can't see any changes to be made since I've been going I've had very nice people working with me. Always helpful. I thank god for them . I can't tell you how many times my case workers have encouraged me when I felt like quitting. Made me feel I was human not just a piece of trash! Thank You all very much. People like me depend on you! That's all we have.

It is difficult to continuously have my psychiatrist changed every 3-4 months. They can't move forward in treatment because they don't know my history. Also, I have received cases and bills for treatment pre-approved by Value Options. I'm grateful for the treatment I've received. Thank you so much.

I think Value Options should call if the appointments have been cancelled before the person gets there for nothing and has to reschedule.

Since 1991 I was introduced to, was informed that I was bipolar and received medication from mental health, Arizona dept of economical security I voluntarily went for help because I did not know why I was so hyper/up down I need this help and immensely appreciate it. I wish I had it years ago. I have only one crisis in the past ten years and that was due to my own circumstances, I.E. forgetting to take my medication on time. I have been happy with Value Options/ABS presently, and the often agencies had; I am very thankful.

Any negative item marked reflect a recent major depressive episode with anxiety worse than any other I've ever had. (Name) is my case manager and has gone way over and above to help me. She has always been there for me and gotten me every kind of service available.

The doctor and case manager has always so very helpful and patient will me and their guideness and understanding has been so much value to me. With them I am sealing goals and understanding things better, the staff at desk are always patient and helpful.

ValueOptions Adult Survey Comments

My psychiatrist Dr. (Name) is terrific. She is sensitive, understanding and extremely bright. She has an excellent grasp on my illness and necessary medications. I really appreciate what she has done for me. The case worker turnover is way too high. Why bother having them assigned to clients at all? When we get used to one, they leave. Actually, this is not much of a loss. Most of them are arrogant and condescending. They act like they are better than the client. In 98% of the relationships. I've had with my case managers, I have had more education (I have an MPA) and more work and career experience, more parental experience and more life experience (IE common sense, etc) Therefore just because I have a mental illness and at this time am down on my luck, does not mean they are better than me. I resent that attitude as a thank you for requesting my input. I appreciate the opportunity to be heard.

I received a flu shot Jan 12th 01. This shot had affected my digestive system, when I could not eat food for 13 days and urinating. I was taken by my nephew to Maricopa Co hospital given blood test and IV. Vein feeding. Then in 6 hrs the Dr wrote 2 prescriptions stopped my upset stomach, now my health is improved and I eat healthy and gained 139 lbs. Sincerely (Client name and address)

It is hard to get a refill on meds it takes 2 to 3 Dr. to call meds. By the time is out of meds.

I especially appreciate the medications and service

To get off my mind about ponchos buffet. I strongly agree about that. I just want to get some Mexican food.

Public and other clients complained about comcare and behavioral services is pathetic! I'll take comcare anytime.

The turn over in Drs and Therapist is really hard with each new therapist you must start at the beginning of your problem the new people never read your records, I think some therapist try to rush you in your goal which always makes me feel like my problem whatever it is isn't worth the time they just want to get a lot of you.

Sometimes I get more confused when being rushed! Also my own example, I have so many problems health wise, problems of sexual abuse, and just trying to copy as best I can, then a new young therapists think I can work my problems out in a few months. I'm 48 year old so it's been years and years with some problems but never the less, I'm glad to be in your program.

My personal & family situations have changed for the better, but not from EVAC. My personal psychiatrist has helped me with this. EVAC has been in that hospital was the worst experience of my life. It was horrible staff, treatment etc. to the day, I will still not talk about it. It was so horrible I've had to block it out of my memory. I think this facility should be shut down.

I am well satisfied

If my hours didn't expire and I could have kept receiving my psychmedication I was taking for 5 years maybe I wouldn't have had to relapse to feel peace of mind! We aren't just satisfied.

ValueOptions Adult Survey Comments

My son is using heroin he asked to use the LAVC services I drove him there, waited one hour to have him admitted they sent him home on foot the next morning because they needed the space for someone with worse "detox symptoms" than he displayed 24 hrs later he was throwing up shaking, etc. within 35 hours he had used again. I could not find a treatment program for him other than TLC Mesa without spending over \$100 per week without insurance in Phoenix there is no help for these kids or drugs I have sent my son to Texas he is continuing his recovery process there.

Please I need help I can't stop what is happening to me I try but I still feel so bad it won't go away. You got lucky I found the strength to fill out this form but I don't have the power or the money to get to the mental hospital anymore I want help. But I sometimes can't leave room or the house.

I have to put a lot of appreciation towards treatment because I have finally grown enough to realize what I want and need in life. Thank You.

I've had a very positive experience with the clinic. I am at, and my real goal is to do without any medication and live my life to the fullest depending only on the lord and what he has for me. Thank You.

As a parent my son was concerned stable and was not in need of any such services which was wrong. He was stable because of his medication, was taking meds, as divided which he was found stable he received nothing for you. Even then he was dirty, by a doctor a few doctors. There for I feel your service was no help to use we had no direction of any kind to take him in that or doctor for meds, or anything we felt we were put in a hole and difficult.

The worst thing I did was get involved in this service altogether. To me it was the biggest mistake in my life. I am more full of anger, resentment, hurt, etc than I was before and I blame the people such as yourselves for not taking me seriously. Now if I do something (out of norm) then I get the blame.

The staff was polite yet never offered any help other than a place to sleep off going intoxicated. I was put out on Van Buren at 2:00 a.m. with no notice or chance for ride home. I was never given anything other than a place to slwpp off that was safe but I do appreciate that. Please let it be known unlike others some do want help I did receive a safe place that igh to sleep but then I was told I was no longer legally intoxicated and received nothing but the door at that time, I did want help and still do but didn't receive at this facility.

Need to be more respectful in groups meetings without any foul language.

I was well taken care of. All of staff was very helpful and always kind and encouraging. Thank You

I am very happy that I was entitled to services but feel that services should be extended to others who do not presently qualify.

ValueOptions Adult Survey Comments

Fee payment should be a path of treatment plan/goals. Metadose should be free for acute new minimal payments should be a pre-requisite for tri-weekly, full payment for stablished clients. UA's should be weekly with a 3 strike policy. Clients should be able to confirm nosage efficity. There should absolutely no dosage with hadings and any penalty or consequence other than irreversible de-tox for clients in bad standing "quit playing with our dosings"!

(I need help) I did not understanding a lot of the questions

Because of problems with not only agreeing with the RX my doctor decided on. I went to Frys and they said I wasn't covered to get meds. I need help despritley. My health is a cronic condition have no housing and have problem taking buses all over town. Would be very tahnkful if I could fill out app, for Value Options. If possible please mail one. If not maybe someone can call me 602 246-4857 would like to obtain a case manager to help with problems I'm having with section 8 and other personal problem. (Client Name and Address)

Get rid of (Name#1, Name #2 and Name #3). Keep good ones like Dr. (Name) and Dr. (Name)

The only thing I have to say is with Value Options is the safe ride services that I get from them is pourly. There either late or don't show up till later. It causes me to be upset and anxious that is a complain for safe ride.

Thank You for requesting my written invitation to answerig your questions.

We work with Dr. (Name). He is a wonderful Dr. we are a team. The only problem si if my son is hospitalized. We then have to have a strange Dr. who don't follow direction when told about drug allergies. Very dangerous.

(Name) was an amazing asset to helping our family reach our goals, because of her I am better able to cope with my family status and hyper 4 year old! She is wonderful if I ever need services again I will request her!

I would like to make note that my counsler (Name) is supportave, caring, compassionate and has become not only a counsler but a friend. She deserces high praise for the level of care she provides.

More counseling needs to be available that is the only problem I have is getting that services on a continuing basis.

As a person with a physical disability, it is very difficult for me to get to my counselors office. She respectfully and cheerfully accommdated my physical barrier by coming to my home for our counselling sessions. I am very appreciative of her willingness to meet my needs I respect to my physical limitations.

Thank's so much for your help

ValueOptions Adult Survey Comments

They keep down grading jewish family children services. I'm "SMI" yet I can't see any doctor or psychologist. Mr. (Name) and his lawyer kicked my butt in court because I had only an advocate to speak for me in court . She lost beacause she's not a lawyer so I lost. Call me I dare you to care!!!!!!!
(Client name and phone #)

Once we learned how to work within the system, we had no problems.

I don't think I would have made is this far in life without the care I have received. I am much stronger now and in control of my life. My dayghter is receiving the best care also, they are giving me suggestions and they are also checking into other help for her. They all are great!!! Thank You

Thanks to the staff for helping me to better deal with my anger it reinforced what my mom was trying to teach me here at home I believe that I'm on the road to recovery. Thanks again

I feel that keeping the same counsler for a long time has been very important. We have come to know eachother and that makes me conformtable telling my problems and trusting the advicegiven to me. I only wish we could meet more offten. Now it s once or twice a month. But I am aware of the limited time my counsler has and that I am only one of so many who need this help. Thank you for being there.

For the most part, I am satisfied.

Like I said in the beginning, I am very anxious to develop a treatment/therapy plan for me, I know now that I am more than reeady You will be hearing form me very soon! Thank you sincerely (Client name)

I do find it's hard to find a place to live.

I have recently become eligible for mental health treatment thrOUGH AHLLCS, so some of the questions do not apply yet. I hope to get ral help soon from JFCS and psych. Next week.

I have been having problems getting my SS I haven't worked since 1991 and I have denied to get help from the doctor vut he wouldn't , sorry I was late but I didn't have any reading class I wish I couldget some free eye exam.

I don't think I should answer this questions because I am not with Terros. I didn't get a good feeling when I was with Terros, so I only went once ro twice, never even saw a counsler. I waited and waited it seemed I am now with Interfaith, I am very happy with them.

I based this survey upon the treatment that I received through Value Options at new Arizona Family Inc.

This individual is autistic and non-verbal. The service he receives is adequate.

ValueOptions Adult Survey Comments

A lot of this question about service doesn't apply for my sister, she is MMR person. But she does need medication for anxiety.

(Client name) suffers from downs. The doctor has tried many many drugs to control her acting out. She is now controllable, acts out a lot less, and seems to be happier.

I can't get rides and I don't drive. I need safe ride back on a taxi but I can't afford it.

I need the staff to do letter is getting my and (Client name) ride. Also returns my calls within 24 hrs. other than that happy with the services. Thank you

Staff should return calls timely manner.

(Client name) is very stabel and I feel is unffective to have to go to the agency and other monthly to get perscriptions.

(Client name) has become a more outgoing person and relates to her person. Both at program and in her group home she respects Dr. (Name) and tells me that he in helping her so much. I see a lot of progress in her.

I compliment my counslor (Name) for bringing me as far as I am with setting goals selfsteem condidance and bounduries. I hope to continue, I've come along way yet I know I have a long way to go. I've had a lot of people and family give up on me. But with the help of empact and there services after, 10 years, I have a little hope. Thank you

You need more people like Dr. (Name) and (Name) this will be very hard for you to do. So be thankful you have them. P.S: I see them at TERROS (Client name and address)

You have been a great help to me. I am on a good level as long as I take my medication. And I do take all of them everyday. And I have kept all my appointments. Thank you for all your help.

Staff turn over was hard for my mother, everytime she opened up to ??? They moved away and we had to start over with a new person.

The service I received was excenlent I hae not felt better in many years. I miss my long talks with my counslor, she was a good listsener to all my problems. Thank you

I was inpatient for 3 days 6 months ago. Since then I've been receiving treatment elsewhere. Most of my improvement noted aboce hs come from that. I did not receive much help at the hospital other than a safe haven for a few days.

They were good to me. Me don't want to go talk to (Name). Me afraid sometime me wil by, by. Me don't no whant this paper menes by, by I'm sorry me went one time. (Client name)

ValueOptions Adult Survey Comments

The enrollment forms are cramped and difficult to follow, even for me who has a college degree. It also seems a little ridiculous to have so many layers of bureaucracy (sub-tracktor, contract holder, county, state, etc.) the best thing, though, is simply those enrollment forms.

I became pregnant in the last year, so I quit taking my meds, by not taking my meds I regressed to what I used to be, this would include missing appt. not staying focused etc. I missed an appt. and have left numerous messages at Jewish Family Center and I get no call back, since then I've been without treatment and not doing so well!

That his therapist was there for him to talk to and that the doctor and I work together to see what works best for him.

Gracias por su ayuda para mi recuperación gracias a los doctores gracias a la trabajadora social gracias al trabajador social. Gracias a todos Marta Sanchez.

Mi comentario es que estoy muy agradecido con sus servicios y atenciones que me han brindado y mis trabajadoras sociales que me han ayudado han sido muy buenas con mígo Fernando Moreno

Llevo muchos años de tratamiento y solo encontrando solo muchos problemas con los case managers por que tienen muchos pacientes y aunque me han ayudado un poco pasan meses en que ellos puedan darme alguna alternativa.

Cuando recién empecé con el programa tuvimos muchos problemas pero ha mejorado todo últimamente no he tenido muchos. Problemas ha mejorado mucho todo, estoy muy contento con el servicio cada día mejora más.

Estoy muy agradecida con esta ayuda que me ofrecieron porque yo he visto en mí misma el cambio y hasta tengo un buen trabajo y apartamento al que yo puedo pagar y me llevo mejor con mis hijos les pongo mucha atención y todo esto lo estoy diciendo por ellos de todo corazón muchas gracias por que ayuda y su tiempo. (Client name)

Me sirvió de mucho mi estancia, porque hoy me siento mejor, tuve una experiencia buena y me atendieron muy bien. Todos son muy amables, muy eficientes. Gracias por todo. Gracias y saludos a todos. Smile always